



United Way of Yampa Valley

BUSINESS OPERATIONS MANAGER POSITION DESCRIPTION

RESPONSIBILITIES

The Business Operations Manager position is responsible for all aspects of running an office, donor management, and operational support. This description of functions is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Functions

Donor Management

- **Maintain Kindful donor database and coding for Quickbooks**
- **Write specific thank you emails/letters to donors**
- **Pull appropriate information from the donor management software for the organization's Annual Report**
- **Produce tracking reports of yearly donations**
- **Receive and track stock donations**
- **Review and implement Ways to Give for organization**

Office/443 Oak Nonprofit Center

- **Ensure a smooth-running office with systems and processes.**
- **Work with CIIC on building management**
- **Oversee all 443 Oak accounts payable and accounts receivable**
- **Oversee and implement all license renews**
- **Maintain building policy**

Board Support

- **Maintain board contact list**
- **Prepare Board orientation notebook**
- **Other admin support as needed**

Business Support

- **Renew Colorado Secretary of State registrations and periodic reports annually**
- **Prepare 20 to 30 letters for our annual audit**
- **Solicit competitive CD rates annually from multiple banks**

- **Maintain our merchant account including annual PCI security updates**
- **Update operation manual**

HRC/Resource & Referral

- **Maintain an up-to-date Resource and Referral book and help clients navigate local resources for their individual need**
- **Assist with Human Resource Coalition management**
- **Insurance: review and maintain insurance contracts for business liability (RCUW), building (443 Oak Nonprofit Center), Director's & Officer's Insurance, and volunteer insurance. Provide certificates of insurance when needed**
- **Work with benefits firm to get new hires signed on to benefits and employee terminations removed.**
- **Set up an annual benefits review meeting with the benefits firm to secure a new quote for the budget process.**
- **Track Simple Plan employee contributions and company match to ensure accuracy**

RCUW and HRC Grant Support

RCUW Grant Process

- **Design RCUW grant application with CIC and review grant report forms**
- **Input forms into Community Force software**
- **Support RCUW's allocation application process with CIC**
- **Pull important information and stories from grant applications and collate for staff and in particular marketing**
- **Work with Marketing to develop the promotion of the grant cycle. Proof all content for a website.**

HRC Grant Process

- **Input grant form and report into Community force**
- **Take notes on all HRC grant review meetings and circulate back to committee**
- **Write award letters and submit to AP for allocation checks.**
- **Send out award letter with each quarterly award allocation checks.**

Other Duties

- **Required to work on Thanksgiving**
- **Other duties as assigned by Associate Director**

Qualifications

- **College associate degree or above**
- **Proficiency with computers and experience with MS Office applications such as Excel, Word, PowerPoint and Publisher. Experience with databases.**
- **Accuracy and attention to detail**

- **Ability to communicate effectively, verbally and in writing**
- **Possess great customer service skills**
- **Ability to relate well with people and communicate in a pleasant and professional manner**
- **Interest in United Way's mission and in helping those in difficult circumstances**

SUPERVISION AND EVALUATION

- **The Business Operations Manager is supervised and evaluated by the Associate Director**
- **Monthly one-on-one touch base meetings will be conducted**
- **An annual evaluation will be conducted at the year anniversary of employment**

Salary is \$55,000 to \$60,000 based on experience