

THE VILLAGE IN HOWARD

Position Description

Position Title: Non-Profit Manager
Report To: Director of Operations

POSITION SUMMARY: The Village In Howard, Inc., is a grassroots, community-based organization powered by volunteers from its membership of Howard County residents age 55+. The Village provides its 175+ members many social, educational, and cultural opportunities and for members in need, a variety of support services. Working in close collaboration with the volunteer Executive Committee and Board of Directors, the Manager is responsible for the Village's daily administration and communications to help the Village increase its membership and grow financially.

PRIMARY RESPONSIBILITIES:

- **EXECUTIVE COMMITTEE:** Participate in Executive Committee meetings; update the Committee on current operations and alert the Committee of issues or problems to be addressed; implement actions as directed by the Committee; prepare minutes of meetings.
- **BOARD OF DIRECTORS:** Provide staff support; submit monthly status reports; provide input to agendas; prepare minutes; alert the Board of issues and problems to be addressed; implement actions as directed by the Board.
- **OFFICE MANAGEMENT:** Manage office operations; liaise between Board, staff, and office volunteers to inform staff of Executive Committee and Board directives, assign tasks to implement directives.
- **PERSONNEL:** Supervise the Office Assistant. Delegate record-keeping and data entry functions as necessary to the office Assistant.
- **PLANNING/BUDGET:** Advise the Board of Directors on strategic planning; implement strategies to meet goals and objectives; alert the Executive Committee and the Board of unmet needs and suggest operational and service adaptations; assist the Director of Finance to develop and manage the Village budget. Process bills and handle payments and banking in accordance with Village procedures.
- **FUND RAISING:** Serves on the Fundraising Committee to develop and implement fund raising activities including special events, annual giving campaign, and contacts with local businesses; write grant applications; prepare and submit grant progress reports.
- **COMMITTEE COORDINATION:** Maintain contact with Village committees and alert committee chairs to coordinative actions needed among committees.
- **MEMBER RECRUITMENT & SERVICES:** Manage membership records and maintain the Club Express member database. Manage the Supported Membership (applications, renewals, etc.) program. Increase engagement of members by monitoring reported member interests and skills and alerting committee chairs of potential members.

- **COMMUNICATIONS/OUTREACH:** Work with Committee to ensure TVIH print and social media materials are current, accurate and consistent. Provide input on internal communications to members through the Update Forum. Oversee production of monthly newsletter and brochure. Advise Executive Committee and Board of upcoming meetings with other non-profit groups in which the Village participates (e.g., Association of Community Services, Council on Geriatric Services, Commission On Aging, Chamber of Commerce, Local Health Improvement Coalition and related health initiatives).
- **TECHNOLOGY:** Uses website and social media to ensure members and Howard County seniors are informed of Village activities and services. Recommend website and Facebook changes and updates; oversee implementation by Assistant and volunteers. Manage content of website including calendar; oversee and assist members and volunteers posting to website and Facebook; ensure that Zoom scheduling comports with Village policy and procedure.

ACCOUNTABILITY: To demonstrate success in this position, the Manager will consistently:

- Provide excellent customer service.
- Ensure that the organization's resources are efficiently maximized and accurately documented.
- Exhibit sound administrative practices in daily operations, finances, human resource management and facility maintenance.
- Excellent written and verbal communications skills.

QUALIFICATIONS & EXPERIENCE:

- Minimum of an undergraduate degree (two years of demonstrated experience in related non-profit management may be substituted).
- Demonstrated administrative and office management skills.
- Demonstrated fundraising experience.
- Knowledge of Howard County non-profit organizations and Howard County government.
- Proficiency with Microsoft Office.
- Ability to work independently and collaboratively without close supervision.

PREFERRED:

- Experience working with volunteers.
- Experience working with senior citizens.
- Experience in utilizing social media for organizational or professional marketing purposes.
- Knowledge of Canva and Club Express.