

TVIH Manager Position

Primary responsibilities include:

- Manage daily operations. Act as liaison between Board, staff and office volunteers, keeping all informed of changes, current office tasks and new programs.

- Work with the Board of Directors and Committees to implement goals regarding membership, fundraising and marketing. Alert Board to unmet needs and suggest operational and service adaptations.

- Provide staff support to Board; submit monthly reports; provide input for Board meeting agendas.

- Use website and social media to increase participation and usefulness of Village functions, services and programs.

- Manage content of website. Interface with IT Team and data management software provider to solve problems and improve functionality.

- Develop monthly email newsletter.

- Process bills, payments and banking in accordance with approved procedures.

QUALIFICATIONS & EXPERIENCE:

- Minimum of an undergraduate degree.
- Demonstrated administrative and management skills.
- Experience working with volunteers.
- Excellent computer skills; familiarity with database and membership/volunteer software preferred.
- Familiarity with social media.
- Knowledge of Howard County, its human services and experience working with seniors preferred.
- Ability to work independently without close supervision.

This is a part-time position (20hours/week) with a salary of \$20/hour. To apply, please submit resume and cover letter to managerjob@thevillageinhoward.org no later than July 25, 2018.

THE VILLAGE IN HOWARD

Position Description

Position Title: Manager
Report To: Board President

POSITION SUMMARY: The Manager is responsible for assisting the Board of Directors in managing overall operation, growth and success of The Village In Howard by fulfilling its mission to be a community of members who choose to actively age in place by relying on mutual support, volunteer and community resources.

PRIMARY RESPONSIBILITIES:

- **BOARD OF DIRECTORS:** Provide staff support; submit monthly reports; provides input for Board meeting agendas.
- **TECHNOLOGY:** Use website and social media to increase participation and usefulness of Village functions, services and programs for members and potential members. Manage content of website; oversee and assist members and volunteers in posting to website. Interface with IT team and data management software providers to solve problems and improve functionality.
- **OFFICE MANAGEMENT:** Manage day-to-day office operations. Act as liaison between Board, staff and office volunteers, keeping all informed of changes, current office tasks and new programs.
- **PLANNING:** Work with the Board of Directors to develop annual strategic plan and implement strategies to meet the goals. Alert Board to unmet needs and suggest operational and service adaptations.
- **FINANCIAL:** Process bills and handle payments and banking in accordance with approved procedures.
- **COMMUNICATIONS:** Create monthly email newsletter.

SECONDARY RESPONSIBILITIES:

- **MEMBER RECRUITMENT & SERVICES:** Work with Membership Committee on member recruitment. Manage membership record keeping and database. Provides back-up and support for office volunteers in the processing of member service requests with volunteer responses. Promote member activities and events.

- RESOURCE DEVELOPMENT: Work with Fundraising Committee to support grant seeking, contributions, membership fees, special events and business contacts.
- COMMUNICATIONS/OUTREACH: Ensure that publicity about the TVIH program and its activities is current, accurate and consistent in print and social media. Support internal communications to members.

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

- Support all volunteers and staff to promote and expand their productive contributions to the Village's goals.
- 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.

QUALIFICATIONS & EXPERIENCE:

- Minimum of an undergraduate degree.
- Demonstrated administrative and management skills.
- Experience working with volunteers.
- Excellent computer skills; familiarity with database and membership/volunteer software preferred.
- Excellent written and verbal communications skills.
- Comfort in utilizing social media for organizational or professional marketing purposes.
- Knowledge of Howard County, its human services and experience working with seniors preferred.
- Ability to work independently and collaboratively without close supervision.

June 2018