



POSITION DESCRIPTION: INTERIM OPERATIONS MANAGER

ABOUT SEEDS AND ITS MISSION

SEEDS is a nonprofit organization with a 2-acre urban garden and kitchen classroom. We develop the capacity of young people through growing, cooking and sharing food. The SEEDS building, constructed in 2014, holds a kitchen and a multipurpose room with communal tables where the young people share meals they make using food they grow in the garden. Outdoors, there are two acres of land with a classroom pavilion, outdoor cooking spaces, a greenhouse, a chicken coop, bees, a pond, environmental education exhibits and multiple areas for growing edible plants and the plants that support edible plants. Developing the capacity of young people includes responsibility, teamwork, leadership, environmental stewardship, equity, community, problem solving and experiential learning. The seeds-to-feast, whole-child educational programming incorporates growing, cooking and sharing food to achieve these outcomes where the young people will develop the skills and become resourceful and confident individuals with the capacity and commitment to be future leaders in their workplaces, their families and their communities.

ABOUT THE INTERIM OPERATIONS MANAGER POSITION

REPORTS TO: Reporting to the Executive Director, this role's primary responsibility is ensuring organizational effectiveness for all program participants, volunteers and guests through facility, technology and administrative management. This person must reflect SEEDS' values throughout our organizational effectiveness. This role is guided by feedback from staff to know what works and what could work better. This is a 30 hours a week position, with the possibility of 40 hours a week during the peak of summer.

Positions Supervised: Administrative Volunteers

Primary Responsibilities:

- ❖ Operations (60%)
 - Responsible for processing incoming bills in a timely manner and in accordance with SEEDS' accounting guidelines and internal financial controls
 - Responsible for timely response to all front desk inquiries, including walk in guests, info@seedsnc.org and the general phone line; filtering inquiries to appropriate staff when needed
 - Responsible for adhering to building preventative maintenance calendar, including scheduling cleaners, and responding to issues as they arise
 - Responsible to maintaining appropriate building supplies
 - Primary in-house Salesforce system administrator, supporting board and staff in their needs to mine information, build reports, create program registration, and build helpful customizations.
 - Responsible for program support, including troubleshooting summer camp registration, processing payments and following up with parents in a warm and welcoming way
 - Supports volunteer and program management through technology and communications systems (website, newsletter, social media), including fielding inquiries
 - Process incoming donations, including, sending tax receipts, acknowledgments, and thank you cards when appropriate
 - Manages facilities calendar, coordinating with staff to ensure efficient and appropriate use of building, including cleanliness

- Responsible for creating staff access to keys, alarm system, computer, email, etc.
- Draft annual Operations budget in April
- ❖ Volunteer Coordination (25%)
- ❖ Communications (15%)
 - Responsible for maintaining website communications platforms to ensure that program information is shared in a timely and well circulated manner and donors are updated on what is happening at SEEDS.
 - including biweekly newsletter and monthly "Your Gift At Work" email
 - social media platforms
 - Uploading new newsletter contacts into Bronto and putting them on the appropriate lists
 - Supports programs and events through external communications, in coordination with other staff
 - Create Annual Report at the end of each fiscal year to show the impact of SEEDS programming
 - Ensure translation of documents and notices into Spanish
- ❖ Other
 - Responsible for coordinating with administrative volunteers to ensure a warm welcoming presence at SEEDS front desk
 - Responsible for cleaning up database and growing mailing lists through pulling regular reports in Salesforce

Secondary Responsibilities

- ❖ Responsible for specific aspects of event planning as assigned for Fall fundraiser Harvest Dinner
- ❖ Substitute for summer camp counselors
- ❖ Supports Executive Director in grants process as assigned
- ❖ Other duties as assigned by Executive Director such as managing building rentals

If and when positions is 40 hours a week, additional tasks include:

- Salesforce customizations
- Major Marketing campaigns

Required Knowledge, Skills & Abilities:

- ❖ Familiarity with wordpress, google suite, microsoft word, Salesforce or demonstrated ability to learn new systems quickly
- ❖ Demonstrated excellent verbal and written communication skills and the ability to communicate with a wide variety of stakeholders
- ❖ Demonstrated successful experience in nonprofit fundraising, including annual campaigns and grants management

Working Conditions - update

- ❖ OM will work in an office environment, but the mission of the organization may sometimes take them to non standard workplaces. This may include meeting offsite, and in the garden.
- ❖ OM work during the standard work week, but may be required to work some evenings and/or weekends.

Hourly rate is \$15 an hour at 30-40 hours a week for the weeks leading up to the summer session when the hours will increase to 40 hours a week until mid-August. Please submit a cover letter and resume with three references to sshapard@seedsnc.org by March 24. No phone calls please.