

Job Title: Operations and Events Administrator

Department: Administration

General Summary: The Operations and Events Administrator is responsible for coordinating and managing the day-to-day operations of the Federation's physical facilities and operational systems, as well as leading the Federation's event management process and providing specific administrative support to the organization's four program pillars. This role also oversees facilities/systems staff and manages relationships with facilities/systems vendors.

Key Qualities:

You are like a symphony conductor: you manage systems and resources regardless of the scope of the project or unexpected complications. You seek to fully understand requirements and when issues or ambiguities arise, you are an analytical problem-solver. Thoughtful, systems-oriented, and detail-focused, you are committed to using your skills to maintain and build on the community-based, mission-driven workplace at Jewish Federation of Greater Des Moines.

- **Commitment:** You support Jewish Federation of Greater Des Moines' mission to enrich Jewish living through connection, education, and compassion.
- **Curiosity:** You have a habit of asking “why” and “how”, which supports your analytical skills and problem-solving ability.
- **Organization:** You know what needs to be done and when, and you have a proven methodology in place to ensure you make that happen.
- **Communication:** When you write or speak, your colleagues have clarity about what information is being provided or requested.
- **Detail:** You have a habit of reviewing deliverables and looking for gaps.
- **Flexibility:** You can adapt to the needs of the organization and its employees.
- **Judgment:** You model sound decision making and leadership by performing careful analysis prior to making recommendations. You have well-developed discretion, and ability to maintain confidentiality.
- **Growth-mindset:** You know and embrace that there is always more to learn and do.

Essential Duties & Responsibilities: The Operations and Events Administrator is responsible for performing the following primary and essential functions:

Facilities and Systems

- Coordinate and oversee the maintenance of Caspe Terrace.
 - First point of contact for and initial handling of Federation facilities emergencies or maintenance issues, including coordinating maintenance needs and directing maintenance or repair activities, responding to inventory issues, and exercising discretion to troubleshoot unforeseen equipment and facilities issues that arise.
 - Supervise facilities staff and outside contractors. (i.e., oversee custodians, groundskeepers, maintenance, technicians, installations by vendors, etc.).
 - Manage Security system/cameras/panic buttons.
 - Partner with decision-makers to recommend and support safety, security, and accessibility policies and measures.
 - Serve as contact point for staff on general IT infrastructure (management of servers and physical routers, etc.).
- Manage rentals of facility space; work with outside organizations and/or individuals requesting rental of space at Caspe Terrace; give tours, act as liaison between Federation and prospective renters, negotiate and execute rental agreements.
- Design and implement relevant office operations and/or systems policies and procedures.
- Monitor, coordinate, and oversee inventory management and procurement.

Event Management Process

- Lead and manage special projects and mailings; establish related goals and deadlines.
- Work closely with staff to lead planning and coordination of events; consult with stakeholders to determine objectives and requirements for events and programming, coordinate necessary services and oversee travel arrangements, and negotiate contracts with services providers and suppliers as necessary.
- Oversee maintenance of records of all event aspects, including financial details, guest lists, RSVPs, attendees, and other relevant records.
- Coordinate with designer and staff to develop invitations and flyers.
- Continually evaluate event processes, CRM strategics and other database management procedures, and Federation priorities to identify opportunities and risks, and implement process improvements and updates.

Database Management

- Oversee Neon, Mailchimp, and other CRM/database management functions; train other staff on same.
- Entry of all pertinent donor information into Neon.
- Run relevant reports from Neon.
- Maintain mailing lists and email lists.
- Prepare and send thank you notes and acknowledgments to donors.

Administrative support

- Answer phones, doors, and handle email inquiries.
- Manage filing system electronically and physical files.
- Keep building usage calendar up to date.
- Handle mail.
- Provide data entry-related support.
- Maintain holiday calendar.
- Create and send e-news, obituary notices, and any other communications to the community via email.
- Coordinate deliveries and vendor visits to Caspe Terrace.
- Order, sort, and stock supplies.
- Process incoming scholarship applications and award letters.
- Provide facility-oriented event/program support
- Research and gather necessary documents and required information for grant applications.
- Manage staff recognition processes, including maintaining a birthday calendar and circulating cards for significant occasions.

Other Responsibilities

- Work closely with Directors on budgets associated with Federation events, facilities, grounds, systems, and maintenance activities. This may include, for example, obtaining price quotes or bids; preparing Requests for Proposals for facilities-related work, equipment, or systems and/or event venues and vendors; reviewing and analyzing project or system costs or proposals; as well as researching, reviewing, and recommending supplies, new systems, and purchases.
- Regularly and proactively assist with short-term and long-term planning and provide feedback related to facilities, systems, and event management process.
- Provide direction and train others in processes as necessary.
- Perform other duties as assigned.

Education/Experience

- Minimum of a bachelor's degree or equivalent work experience is required.
- Prior non-profit experience preferred.
- Must be technologically proficient, especially in Microsoft Office and database management software.

Physical/Related Requirements

The primary responsibilities of this position necessitate the following physical requirements, either with or without reasonable accommodation, which also constitute essential functions of the position:

- Some travel will be required to visit venues, make arrangements with vendors, and prepare for/attend events; therefore, must have or be able to obtain a valid Iowa driver's license and vehicle.
- Frequent use of word processing and other computer programs, and other stationary work at an office workstation for extended periods of time.
- Must be able to effectively communicate with co-workers, vendors, and others in person and over the phone.
- Work requires presence in the office during work hours. If working offsite, the phone will be transferred to a cell phone to ensure coverage.

Work Schedule

- In addition to the work functions list above, the functions of this position also include regular attendance, and the availability/ability to work varied days of the week and hours of the day from time to time.
- A typical workday generally begins by at least 8:30am and ends at 4:30 pm; however, the required work hours may vary from time to time, depending on the Federation's operational, staffing, and business needs.

Additional Information: While this job description attempts to identify essential functions required of the position and offers various examples of the kinds of physical demands required, it does not list all required tasks and other duties may be required or assigned. Additionally, this job description is in no way a contract of employment and it does not affect the at-will nature of any employment relationship.

To apply, please send resume and cover letter to info@jewishdesmoines.org.