



Care and a Cure

Operations Director

The Myotonic Dystrophy Foundation (MDF) seeks a highly competent and experienced Operations Director for a newly-elevated FTE position in the organization. The successful candidate will bring a wide range of skills, a strong professional work ethic, and excellent judgment to this critical role in our nonprofit foundation.

The position will be responsible for:

Project Management:

- Develop and manage integrated electronic office calendar
- Track assignments and work deadlines for staff and consultants as necessary
- Handle day-to-day interactions with event consultants
- Manage projects and interactions with printers, graphic designers and other consultants
- Collect program data and other metrics needed for organizational and fundraising reporting
- Assist with year-end audit and tax processes

Operations

- Provide executive administrative support to ED, including scheduling, travel coordination, document preparation, communication and interaction with board members and external stakeholders
- Maintain office including ordering office supplies, ordering marketing materials, postage, equipment
- Maintain printed materials and merchandise tracking spreadsheets, ensure proper fulfillment and stock of printed materials and merchandise, including those stored and shipped from mailing house
- Create and maintain records, including board meeting agenda, meeting minutes
- Oversee Salesforce database updating and maintenance, including maintenance of Salesforce handbook; coordinate with Salesforce Foundation, consultants as appropriate
- Handle light bookkeeping including occasional bill pay using Quickbooks, executing remote deposits with bank
- Draft business letters and other correspondence as needed
- Respond to general inquiries to the Foundation by phone, mail, email and in-person, including talking with community members who call with questions, problems, etc., providing direction to appropriate resources (website, social worker, etc.) and listening with empathy and attention
- Handle all office and facilities needs related to furniture, equipment, information technology, landlord interactions, repair people, telephone and reception services, storage for collateral materials, booking conference rooms, etc., taking the lead on fixing daily problems.
- Process mail
- Schedule team and other meetings as needed
- Maintain electronic MDF handbook
- Maintain office file systems, file

Program Support

- Assist with annual conference, leading the identification and purchase of collateral, assisting with conference-specific special events, managing signage and shipping, staff MDF organization table during event and work with conference event planner on onsite event coordination
- Assist as necessary in coordination of email communication to members using Mailchimp and/or other software

Database and Fund Development Support

- Upload and process donations in Salesforce, generate tax receipts and thank you letters, create and email weekly thank you lists to ED and board/other donation influencers
- Oversee entry of new community members into Salesforce, including occasional imports from Registry and community forum, and maintain existing member records in Salesforce *with assistance from administrative/database consultant*;
- Run Salesforce reports for various organizational and fundraising data and related information as requested
- Lead development and execution of year-end outreach effort (mail and email based), including plan development and calendar tracking, list development, outreach and engagement of board and community volunteers, letter printing, stuffing, mailing, production of related materials, etc.
- Assist with ongoing fundraising programs as needed

Human Resources

- Help recruit, assess and process job applicants
- Handle employee benefit and tax records and other legal requirements as necessary, working with benefits consultants
- Oversee and manage administrative/database contractor

Reporting Relationship:

The Operations Director will report to the Executive Director

Employee Type:

Full-time employee with benefits

- Bachelors degree
- 5 years minimum experience and proven success in similar position with similar responsibilities
- Experience and competence using Salesforce
- Prior experience supporting fund development efforts including year-end mailings and outreach
- Proven success managing organizational projects of various kinds, including mail merges
- Experience and competence working with MS Office, Mailchimp
- Working knowledge of Quickbooks or willingness and ability to learn
- Excellent communication, problem solving and decision-making skills
- Ability to thrive in dynamic environment undergoing accelerated growth
- Appetite for working independently
- Enthusiasm and competency for building relationships with community of families (our clients)
- Experience interacting effectively and professionally with board members and external stakeholders such as researchers, industry partners and others
- Prior nonprofit experience a significant plus
- Prior event support experience a plus
- Ability to travel as needed
- Ability to lift 25 pounds, climb stairs

This position will be accepting applications through Friday, March 27th, 2015. Please email a cover letter and your resume to Molly White at info@myotonic.org.

Salary based on qualifications and experience.