



## Operations and Development Manager Job Description

**Job Title:** Operations and Development Manager

**Status:** Full Time, Exempt

**Reports to:** Executive Director

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**Job Summary:** The Operations and Development Manager builds relationships with participants, introducing newcomers to a variety of activities and assists participants in accessing programs to ensure maximum utilization of CSC programs. Manages logistics in the planning, preparation, and promotion of program offerings. Responsible for producing and maintaining social media and online outreach with participants, in coordination with Executive Director and Program Director. Responsible for the implementation of Missoula Gives, third party fundraisers, and Food Truck Festival, and assists with other fundraising events. Participates in community outreach to further the mission of CSCMT. This person works as an integral part of the CSCMT Team, and are responsible for making sure details of events, programs, and volunteers are smoothly implemented. Successful candidates must be committed to Cancer Support Community Montana's mission and excited about its growth and potential.

### **Essential Functions and Job Responsibilities**

#### **Program Administration & Implementation**

- Coordinate and implement programs: send routine program correspondence, confirm attendance, coordinate materials for programs, schedule/setup AV equipment.
- Supervises volunteer scheduling, responsible for accurate collection and recording of participant and attendance data, as well as ensuring accuracy of the database.
- Inventory program materials and resources information, and reorder when necessary. This includes the Refresh Your Look, library resources and Frankly Speaking items.
- Prepare and coordinate delivery and distribution of bi-monthly calendars in a timely manner. Provide calendar update on website including zoom links, online community calendars and in newspapers.
- Be the first line of contact with new participants by providing information via phone or in person, and provide navigation to help them gain full access to CSCMT programs.
- Supervises volunteer responsible for maintaining an organized supply and display of wigs, hats, and scarves as well as supplies for this program.
- In partnership with the Program team, participates in the planning of marketing initiatives through e-newsletter, social media and participant outreach to ensure full utilization of programs.
- Partner with other CSCMT Chapters, as needed.

#### **Outreach and General Operations**

- Responsible for CSCMT participation at community outreach events such as health fairs, conferences, and community charity events. Determines and researches the types of events CSCMT will participate; arranges and confirms speaking engagements and speakers, recruit volunteers for assistance at events, and prepares supplies and marketing materials for display and tracks statistics.
- Supervises volunteer who manages Comfort Tote program.
- Supervises volunteer responsible for supplies and maintenance of the Healthy Explorer program to educate the public on healthy nutrition and CSCMT programs.
- Oversee the order of the building which includes maintaining an inventory of supplies, serve as point person for maintenance, bulk mailing, shipping, and equipment.

### **Volunteer Coordination**

- Coordinate volunteers in the office and during events including assigning roles, providing training for each role, and communicating regularly to assure tasks are completed as planned.
- Partner with the Volunteer Director to implement appreciation programs for volunteers.

### **Social Media Coordination**

- Plans, creates, and schedules social media posts for Chapter in coordination with ED and PD.
- Creates and manages Facebook events for upcoming programs, fundraisers, and community events.
- Responds to all social media comments in a timely and professional manner.
- Works to expand social media following for the Chapter.

### **Development Coordination**

- Responsible for third-party fundraisers by coordinating logistics and building relationships with interested parties. Responsible to meet budget fundraising goals with third-party fundraisers through October's Round Up for Hope.
- Responsible for Missoula Gives by coordinating all activities and logistics to meet budget fundraising goals.
- Collaborates with Executive Director during annual fundraising events to confirm event logistics are identified and resolved in advance, including finalizing layout and placement of various features of events.
- Develops and manages volunteer committee for annual functions such as Food Truck Festival, secures auction/raffle items and implements mobile bidding.
- Maintains accurate web site information for fundraising events.
- Plans and coordinates donor appreciation events.
- Partners with Development Team in other Chapters, as needed.

### **Required Qualifications**

- Bachelor's Degree in Community Health or related field or related experience.
- Advanced experience using all Microsoft Office software.
- Certified in Mental Health First Aid or willing to complete the training within 6 months of employment.
- Successful experience working in a similar position with focus on coordinating events, development, and operations.
- Excellent planning, attention to detail, budget management and coordination skills.

### **Necessary Special Requirement**

1. Must receive a flu shot before the beginning of flu season but no later than November 1 of each year. This is a necessary special requirement to have direct contact with people who may have or develop compromised immune systems.
2. Many make-up and hair products contain fragrances and this may cause sensitivity and/or allergic reactions in others and are therefore not allowed.
3. Must have reliable transportation to carry out duties and responsibilities of the role.
4. Travel to other centers and to educational opportunities as needed or required.
5. Position requires the ability to work nights, weekends and holidays.
6. Requires regular attendance and reports to work fit for duty in a professional environment.
7. No public expression of personal political views by support or action, so donors and participants do not perceive personal views represent CSCMT organization.
8. Must comply with current CSCMT COVID protocols.

### **Knowledge, Skills and Abilities**

- Successful candidates must be committed to Cancer Support Community Montana's mission and excited about its growth and potential.
- An understanding of and passion for the mission of CSCMT and the people affected by cancer and volunteers.
- Possess excellent organizational and administrative skills.

- Skill in taking initiative in completing tasks and assignments.
- Willingness to participate closely with volunteers, interns, and professionals in the community.
- A team player who is flexible, creative and a proactive problem solver.
- Emotionally mature and self-confident, with sound judgment and values that are consistent with those of the organization.
- Strong attention to detail with ability to see big picture.
- Ability to remain calm under pressure and manage multiple projects simultaneously in a fast-paced environment.
- Demonstrated ability to interact equitably with individuals of all genders, races and socioeconomic levels.
- Commitment to hard work and tangible results.
- Ability and skill in design, innovation and creative approach to work.
- Highly effective oral and written communication skills.
- Self-motivated with highly productive work results.
- Ability to be adaptable and flexible for work that requires changing work demands.
- Dress and hygiene habits that are acceptable for a customer service and public role.
- Ability to interact with coworkers, staff, CSCMT participants and the public in an effective and positive manner.
- Regularly interacts respectfully with individuals of various social and economic backgrounds.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted during work.

### **Working Conditions and Physical Requirements**

*The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- Duties are performed inside with consistent temperatures and may require exposure to outside temperature extremes to attend functions or events.
- Duties require long and consistent periods of standing, walking, talking and hearing.
- Regularly lifts items ranging from 5-20 pounds such as office supplies, donations, etc.
- Must be able to add, subtract, divide and multiply.
- Reading materials and verbal instructions require advanced ability to interpret and comprehend policy, contracts and legal documents.
- The noise level ranges from quiet to moderate in office and moderate to loud at events or functions.
- Possession of hand/eye coordination adequate to operate a computer and office equipment.
- Ability to talk and hear in person and by telephone and ability to see and read instructions.
- Hazards are minor and controllable.
- Ability to provide emotional support and empathy to participants and families of survivors.

### **Safety Related Expectations**

- Follow CSCMT safety work practices.
- Report occupational injuries, illnesses, and near misses immediately to supervisor.
- Follow supervisor instructions for obtaining first aid or medical attention.
- Participate in accident investigations as required.
- Identify unsafe work conditions and unsafe practices. Correct hazards or report them to Supervisor as appropriate.

**The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. These may be modified as required by changes in CSCMT structure or changes in personnel.**