



Friends of the Oak Park Conservatory Operations Coordinator Job Description

POSITION TITLE: Operations Coordinator

REPORTS TO: Executive Director

CLASSIFICATION: Part-Time, Non-Exempt

COMPENSATION: Hourly rate: \$21 or commensurate with experience

HOURS: 850 hours/year, an average of 17 hours/week, Tues-Fri or based on needs of the organization

SCHEDULE: Part-time office hours (located at the Oak Park Conservatory, 615 Garfield) with some flexibility in scheduled times and remote work opportunities. Must be available for meetings, programs, and events, including occasionally on weekends or evenings.

Submit a Cover Letter and Resume to searchcommittee@fopcon.org

For more information about The Friends, visit www.fopcon.org

THE ORGANIZATION:

In partnership with the Park District of Oak Park, the Friends of the Oak Park Conservatory (FOPCON) is a premier volunteer organization in Oak Park that fulfills its mission, preserves the Conservatory for future generations, and connects visitors to nature and horticulture to inspire future stewards of our environment.

Our mission is to promote community interest in the Oak Park Conservatory, to offer educational and recreational opportunities, and to support projects that benefit the Conservatory.

OBJECTIVE: The Operations Coordinator is responsible for providing technical expertise and administrative support needed to implement the organization's programs, events, and activities, including management of the organization's database. The Operations Coordinator works with other part-time staff, board members, and volunteers.

QUALIFICATIONS:

The ideal candidate will be skilled in the use of:

- Donor databases such as Little Green Light
- Google applications
- Microsoft Office applications
- Email marketing tools such as Mail Chimp
- Website administration tools, specifically WordPress
- Other technology/software as needed such as Canva, Adobe

The ideal candidate will also be someone who is:

- Flexible, responsive, and inquisitive
- A listener and problem solver who can work independently or collaboratively
- Able to handle confidential information
- Comfortable working with volunteers of many backgrounds
- Highly organized and detail-oriented
- An effective communicator
- Able to adapt to the varying needs of the organization daily

JOB RESPONSIBILITIES: The following description includes key responsibilities, but other duties may be assigned as needed.

Database: The Operations Coordinator enables the organization to maintain and build relationships with its supporters by utilizing and leveraging the organization's database, including:

- a. Inputting member, donor, volunteer, and visitor data (such as dues, donations, volunteer applications, and contact information).
- b. Producing letters, emails, labels, lists, reports, and other output (such as renewal reminders, thank you letters, and membership cards).
- c. Constructing database queries and reports and developing data entry conventions and procedures based on analysis of the organization's needs and database capabilities.
- d. Developing and documenting database procedures to enable volunteers to carry out certain clerical activities.

Technology: The Operations Coordinator utilizes a range of technology/software, learns new software, or consults with technical experts as needed to enable the organization to achieve its goals more efficiently and effectively. Duties include:

- a. Managing MailChimp or other web-based software accounts as needed to enable mass emails and reconcile the information with the database.
- b. Formatting and manipulating content, including text, data, and images, in Google applications, Canva, Excel, Word, PowerPoint, or other applications.
- c. Using WordPress administration tools to maintain and update the website.
- d. Managing the Shopify website during FOPCON's annual Plant Sale.
- e. Troubleshooting technical issues with software, computers, website, or onsite printer/copier, consulting with technical support as needed.

Project Management: The Operations Coordinator gathers requirements from staff and volunteers to achieve desired results in a timely way, including:

- a. Managing Plant Sale orders from Shopify, exporting and merging orders, printing pick sheets and plant labels, communicating with FOPCON staff about any issues, and providing customer service. Working additional hours during Plant Sale Week is required for all FOPCON staff.
- b. Planning and executing mailings, including producing mailing labels or lists and letters, and coordinating with volunteers or vendors.
- c. Working with staff or committees as assigned on special projects.
- d. Proofreading newsletter, brochure, and email content prior to publication.

Board/Committee Engagement: The Operations Coordinator liaises with Board members and Committee chairs as needed, including:

- a. Providing general support, including gathering relevant data upon request.
- b. Attending committee meetings when requested.
- c. Serving on the Plant Sale committee.

Administrative: The Operations Coordinator handles a variety of administrative tasks that arise in a small office, including:

- a. Providing support for event logistics.
- b. Filing, copying, and other clerical tasks as needed.
- c. Tracking and ordering of supplies.
- d. Overseeing the storeroom organization.
- e. Replying to phone and email inquiries.

FOPCON is a 501(c)(3) nonprofit located at the Oak Park Conservatory, 615 Garfield, Oak Park, IL