



JOB DESCRIPTION – OPERATIONS MANAGER

The Operations Manager is a detailed-oriented professional who helps maintain the highest level of efficiency within the day-to-day operations of Mission Advancement. The Operations Manager will work across the company in a collaborative manner.

Full-time / Part-time: Full-time
Reporting to: Chief of Staff
Direct Reports: None
Hours & Location: 8:00 a.m. – 5:00 p.m. with some flexibility; based in McKinney office at 7850 Collin McKinney Parkway, Suite 101. This is not a work-from-home position.

PRIMARY JOB RESPONSIBILITIES

- Maintain staff planning tool and track assignment of consultants to client engagements
- Attend regular Sales meetings to track potential consultant assignments and report on consultant utilization
- Assist with tracking current clients and maintaining data within MAP's CRM (HubSpot)
- Serve as liaison with Sales and Client Service leadership to optimize processes and increase accountability
- Work with Client Service leadership to track major milestone deliverables for client engagements and ensure they are uploaded to the client files
- Manage MAP's intranet and update information as needed
- Oversee MAP systems and processes across the organization
- Assist the Chief of Staff with personnel onboarding, including creating proper accounts, ordering necessary supplies, and training on corporate systems and processes
- Assist the Chief of Staff and VP of Marketing with planning and logistics of corporate and external events, meetings, and speaking engagements
- Manage MAP office logistics, including but not limited to, key access, collateral and book inventory, stocking food/beverage, and office supplies
- Serve as liaison to MAP vendors

ADDITIONAL TASKS

- Coordinate event follow-up tasks and assignments
- Manage all corporate phone messages and mailboxes (email/postal); distribute or respond as needed



- Assist MAP leadership with special projects and assignments, such as improving/creating new documents and tools, internet research, calendar coordination, organizing online files, printing, binding, and other duties as assigned

QUALIFICATION AND SKILL REQUIREMENTS:

- Bachelor's degree required
- Strong problem solver with analytical ability and an acute attention to detail
- Organized and independent worker with the ability to prioritize and manage several tasks simultaneously
- Skilled at providing meaningful reporting to company leadership in a timely and effective manner
- Excellent oral, written, and interpersonal communication skills
- Ability to work with and across a multi-disciplinary, remote workforce
- Proficiency in Microsoft Office suite
- Previous nonprofit experience is a plus

Interested candidates should email resumes to Latoyia Williams at Info@missionadvancement.com.

ABOUT MISSION ADVANCEMENT

Since 2007, Mission Advancement Professionals (MAP) has focused on bringing our distinctive, relationship-based fundraising philosophy to human service nonprofits and independent schools. As principal and major gifts specialists, MAP counsels organizations through developing and increasing capacity for capital campaigns, growing annual operational funding, and creating long-term development strategies. We hold webinars and interactive workshops throughout the year to educate nonprofits on strategies to grow their mission. For more information, visit MissionAdvancement.com.

