



*Creating a Pathway to Success for Businesses and Communities*

**Posted: October 1, 2021**

## **Office Operations Manager**

Full-Time

Prospera Business Network is the leading non-profit organization advancing and supporting community-centered economic development in southwest Montana. Our focus is helping people start and grow their business – in turn strengthening our region’s economy and communities. At Prospera, we provide confidential business counseling, professional trainings, business loans, business development grants and timely economic research.

### **Position Summary:**

The Office Operations Manager position provides high-level business operations and communications support for the delivery of all Prospera programs and services including business development grants, loan funds, professional trainings, program events, and other functions. This dynamic position is the information “hub” for the organization and will serve as the **initial point-of-contact** and **customer service representative** for Prospera office visitors, phone calls and email contact. The position also provides executive and administrative support to the Executive Director and Finance Director for special projects and to maintain vital office operations.

### **Skills and Qualifications:**

- Two years of office or program administration experience with business operations, marketing and communications; preferably in the nonprofit sector. A college degree plus work experience is a plus.
- Enjoys helping multiple staff programs and helping business clients navigate Prospera’s services.
- Ability to manage to completion special projects vital to office operations.
- High computer literacy, adept with Microsoft Office Suite and databases.
- Demonstrated knowledge of efficient business operations, project management and business communications.
- Experience with QuickBooks and/or donor databases preferred.

### **Duties and Responsibilities:**

#### **OFFICE OPERATIONS AND ADMINISTRATIVE SUPPORT**

- Support the organization’s professional reputation as the primary contact for walk-in, telephone, and email inquiries.
- Ensure smooth and efficient office operations among staff and vendors, including receiving visitors, purchasing office supplies, maintaining office equipment, and tech troubleshooting.
- Assist the Finance Director with weekly bank deposits, accounts receivable and membership billings, electronic deposits, filing, and additional support as needed.

- Implement all operations processes and procedures as directed including management of website domains, email registrations, and ensure other vital office services/systems are renewed and kept up to date.
- Support donor database maintenance for client records, sponsors/donations, membership renewals and other processes.
- Serve as the point of contact for our IT and phone system support.

#### **PROGRAM SUPPORT**

- On-board and coordinate intake for business development clients, facilitate access to business resources, conduct data entry, and assist clients signing-up and paying for trainings and classes.
- Take written minutes of Board of Director meetings. Coordinate and support Board meetings securing locations, speakers, refreshments, and other arrangements.
- Assist with logistics and supplies at Prospera's Business Center.
- Support the Finance Director with bookkeeping/data entry, filing and office management functions.
- Support business cluster membership programs, via website and database, for MT Photonics Industry and other industry groups as needed.
- Support special projects for the Executive Director/Finance Director.

#### **EVENTS**

- Assist with implementation of Prospera and Montana WBC professional development and networking events.
- Attend major Prospera events to provide support services and registration. This includes some evenings.
- Manage and process incoming online event registration for Prospera and WBC events and ensuring proper payment has been received, and registration lists are accurate.

#### **WEBSITE MARKETING AND COMMUNICATIONS**

- Provide support to maintain Prospera's website and its content and coordinate with other program staff to update website content.
- Assist with communications, email (Constant Contact) and social media sites.

#### **Work Conditions:**

The work week is generally Monday - Friday 8:30 am to 5:00 pm, with some variability depending on workload and events. Standing, lifting and some moderate physical requirements (ability to lift 50 lbs.) are necessary along with a personal vehicle, valid driver's license and insurance as some local travel is required. This position is based in Bozeman, MT.

#### **Compensation:**

This is a full-time exempt position, with starting salary in the range of \$40,000 to \$50,000/year DOE. Benefits include complete employee health/dental/vision insurance, HSA with employer contribution, SIMPLE IRA with a 3% match, 20 PTO days + holidays, and a monthly phone stipend.

#### **Apply now: for immediate hiring.**

Send a cover letter, resume, and three professional references. Your cover letter will be considered a writing sample in addition to serving as a personal introduction.

Please reply by email to: [CMurray@prosperamt.org](mailto:CMurray@prosperamt.org) with "Office Manager" in the subject line.

**Application reviews will continue until the position is filled.**

**No phone calls, please.**