



## **Digital Commonwealth Operations Manager Job Description**

**Position title:** Operations Manager

**Position status:** Part-time (up to 20 hours/week), remote

**Reports to:** DCI Board Executive Committee, with an appointed Committee member as the direct supervisor

### **The organization**

Digital Commonwealth, Incorporated (DCI) is a non-profit collaborative organization that was founded in 2006 in partnership with the Boston Public Library. We provide resources and services to support the creation, management, and dissemination of cultural heritage materials held by Massachusetts libraries, museums, historical societies, archives, and other cultural institutions.

### **Job summary**

The Operations Manager provides administrative and logistical leadership to the Digital Commonwealth and its Board. This position must be independent, focused, and self-directed, while also detail-oriented. The Operations Manager must be a problem solver and be able to communicate effectively with the Board, Digital Commonwealth members, and partners within their role. The position works independently to manage office administrative tasks and supports the work of the Digital Commonwealth Board and Committee Chairs, and DCI special projects as needed. Position reports to the DCI Board Executive.

### **Essential job functions**

- Develop working knowledge of the history and activities of the DCI
- Attend all monthly board meetings conference, membership, and outreach/education meetings, and other meetings as required
- Maintain up-to-date versions of documents as required by law (i.e. board meeting minutes, by-laws, membership list) and ensure that the DCI Records Management Policy is followed, and communicate with Board and Committee Chairs to ensure annual review of such documents and processes
- Working with the Treasurer, ensure the maintenance of appropriate financial records and preparation of required financial reports
- Support the administrative needs of the Board, which may include monthly member reports, program reminders, invoices, and press releases

- Coordinate all communications and logistics related to the Board and Board committees
- Assist with special projects as requested
- Prepare reports as required (i.e. membership, events, conference)
- Write marketing materials, updating the website, and create new website pages

### Membership and Programs

- Manage communications from members and prospective members
- Manage payments and membership status updates
- Retrieve mail from DCI's P.O. Box, depositing checks into checking account, and sending deposit receipts electronically to DCI's bookkeeper
- Managing DCI's membership portal (currently Wild Apricot), which includes adding or deleting members and updating member information
- Outreach to members before their membership expires and then following up with members who have not renewed
- Manage events on the website, which includes sending e-mails to the membership, keeping track of registrations, and contacting registrants
- Attend all Membership and Outreach/Education Committee events (virtual and in-person)
- Execute tasks that are time-sensitive by their nature (such as answering member questions about payment or event registration) in a timely fashion without supervision
- Create Highlights newsletter and sending it out to membership

### Conference

- Participate in all conference committee meetings and attend the conference
- Contact speakers for speaker agreements, program descriptions, bios, registration and travel expenses as applicable
- Update and edit conference information in a timely manner onto DCI conference page on the DCI website
- Monitor registration of participants
- Maintain registration cancellation policy on website according to DCI Board recommendation
- Prepare, edit (with help from DCI Conference Committee) and print and/or post to website conference program
- Prepare financial (in conjunction with DCI Treasurer) and registration reports for conference committee and Board of Directors
- In conjunction with DCI Conference Committee members, contact potential sponsors and exhibitors
- If the conference is held in person (always in Massachusetts), the services also include:
  - Reserve conference facility and liaise with facilities conference services manager

- Organize catering: selection of food, pricing, headcounts and confirmation of meals in days leading up to the conference
- Organize and post to website conference travel arrangements for registrants (conference shuttle & rideshare)
- Purchase materials for conference (giveaways and name tags)
- Set-up and staff registration table at conference, prepare registration materials
- If the conference is held online, the services also include:
  - Coordinate practice sessions with speakers in the webinar software
  - Collect any materials that speakers would like the conference hosts (conference manager and committee) to display during the webinar, such as video-recorded sessions or slide decks
  - Review and edit transcriptions in the recorded conference sessions
  - Send the recordings to registered conference attendees

### **Qualifications**

- A bachelor's degree or equivalent (which includes experience, paid and unpaid) is desired
- Experience supporting the work of a not-for-profit
- Strong written and verbal communication skills
- Ability to work well with a diverse group of individuals
- Ability to interact effectively and maintain positive working relationships with vendors, DCI members, and institutional partners
- Knowledge of Microsoft Office suite of products and Google suite of products is required
- Knowledge of WildApricot is strongly desired
- Interest and commitment to the work of the Digital Commonwealth
- Knowledge of libraries, archives, museums, historical societies or other heritage institutions, would be beneficial

### **Please note that:**

- While this is a remote position, with a flexible schedule, the individual will need to have some availability during standard working hours (Monday-Friday 9-5pm) in order to conduct some DCI related business
- This position requires reliable, consistent and good speed internet access and the employee is expected to provide their own computer

### **Salaried position (high 20s to low 30s, commensurate with experience)**

- Health insurance
- Dental
- Professional development
- 20 hours paid vacation
- Paid sick-time
- Leave as appropriate

**Notice of non-discrimination statement**

The Digital Commonwealth complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, creed, body size or shape, gender, sexual orientation or sex.

**To apply:** Consideration of applications will begin on **October 8, 2021**. Please email a cover letter and resume to **[hire@digitalcommonwealth.org](mailto:hire@digitalcommonwealth.org)**