



FINDING NEW WAYS TO GROW OLDER TOGETHER

**Position Announcement
Operations Manager**

Duties and Responsibilities

Plan, manage and coordinate the administrative and technical functions of the organization, working closely with, and in support of, SOWN's leadership.

Operations

- Human Resources: collect staff timesheets, run payroll with ADP, track and calculate employee leave hours and benefits, maintain personnel files
- Accounts Payable: prepare bills for payment using Quickbooks, maintain AP files
- Facilities: oversee office space and parking area, act as point person for landlord
- Office supplies: monitor and replenish as necessary
- Technology: oversee computer network and telephone system, troubleshoot issues and answer staff questions; act as point person for external IT company; maintain two databases (fundraising and client), including troubleshooting and staff training

Communications

- External:
 - Prepare fundraising appeals (mail merge & mass mailings, and/or mass emails)
 - Receive individual donations: enter in database, prepare thank you letters for signature and mail once signed
 - Support grant writing process: monitor Development team's process, prepare and package supporting documents, ensure proper and timely delivery, record status in spreadsheet
 - Assist in drafting and distribution of public relations, marketing and fundraising materials such as e-newsletters, posters, flyers, website updates, etc.
- Internal:
 - Maintain Operations and Development calendar
 - Disseminate agency-wide announcements to staff and Board, including administration policies

Other Duties as Assigned, including providing support to the Deputy Director, Executive Director, and the Board of Directors, and representing SOWN at specified public meetings and events

Supportive Older Women's Network

4100 Main Street, Suite 200 • Philadelphia, PA 19127 • T: 215.487.3000 • www.sown.org



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Skills and Knowledge

- In-depth knowledge of office systems, computers, software and databases, especially MS Office 2007 (specifically Word, Excel, Publisher, PowerPoint), Quickbooks, mass emailing services (e.g., Constant Contact)
- Strong organizational and planning skills with ability to set priorities effectively
- Multi-tasking and flexibility essential
- Experience with non-profit social service agency
- Excellent written and verbal communication skills
- Excellent interpersonal skills with the ability to relate effectively at all levels, both internally and externally
- Initiative, sound judgment and ability to work independently and with a team
- Ability to maintain confidentiality
- Ability to meet deadlines and work under pressure with multiple priorities
- Some knowledge of marketing/public relations techniques strategies for a non-profit organization
- Some knowledge of accounting principles and practice
- Some knowledge of graphic design helpful

Education and Experience

Bachelor's degree preferred plus five years experience in office operations

SOWN at a glance

For 25 years, SOWN recognized that women are disproportionately affected by the consequences of aging and that physical health is intrinsically tied to emotional well-being. SOWN has championed older women's issues and has found creative ways to help people age together. SOWN's organizational model is one of teamwork, collaboration and the integration of varied points of view so that a quality service is provided.

SOWN offers a competitive salary and benefits package. This position is full time, 40 hours per week.

Submit resumes by **November 15, 2011**.

Please forward cover letter, resume and salary requirements to:

Seulky McInneshin, Ph.D.

Deputy Director

Supportive Older Women's Network (SOWN)

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Please, no phone calls. EOE

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