POSITION DESCRIPTION

TITLE: Operations Manager – Center for the Study of Democracy – (Exempt)

Collective Bargaining - Ineligible – Managerial Definition - The Board approved definition of a managerial employee is an employee who is engaged predominantly in executive and management functions of the College or who is designated with the responsibility of directing the implementation of management policies and practices and who customarily and regularly exercises discretion and independent judgment in directing the implementation of management policies and practices.

This is a management position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.

JOB SUMMARY:

The Operations Manager reports to the Executive Director of the Center for the Study of Democracy (CSD) and is responsible for all aspects of the Center’s operations to meet established objectives for growth and profitability. The Operations Manager will manage administrative functions of the Center, including those that relate to it projects, events, and programs and is the primary administrator in charge of organizing seminars, conferences, extended summer seminars, summer school programs, and scholar, and expert and student exchange. Plans and arranges visits of CSD incoming guests and outgoing representatives. Executes financial forecasts, develops tools to control expenses and oversees personnel management. Works independently with minimal supervision. The Operations Manager works closely with the Offices of Events and Conferences, Publications and Media Relations, and Advancement. Ongoing funding for this position is contingent upon the College’s success in achieving the performance targets established by the legislation establishing the funding.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the employee handbook.

- Increases community awareness of CSD programs and events, manage CSD communications through online newsletter, website, social media, printed collateral and other marketing tools, and collaborates with staff of other college offices as needed to lead effective programs and promote events.

- Responsible for organizing events for the Center, including but not limited to the coordination of meals, room requests and audio/visual requests using the College’s Event Management Software.

- Manages payments to invited guests of CSD and handles reimbursements for their expenses consistent with approved budgets.

- Prepares and submits financial reports for annual reporting to CSD Executive Director and pertinent college offices. Prepares monthly budget reports and ensures proper accounting for all CSD expenses.
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- Participates in the preparation of project proposals, including documentation of scope, deliverables, timeline/milestone, and change management. Collaborates with clients and appropriate college officials to agree on a project plan and obtain necessary approvals.

- Maintains daily office management, including answering phones, scheduling meetings, and data entry. Keeps track of monthly and annual budget reporting with the director. Helps supervise student workers.

- Updates the Center’s website with upcoming events, news articles, history of events, and student spotlights. The Operations Manager will also maintain the Center’s Facebook Page with upcoming events.

MINIMUM QUALIFICATIONS:

- Education: Bachelor’s degree or equivalent work experience required; Master’s preferred.

- Experience: Must have five years’ experience in a similar position. Experience planning large events, such as overnight field trips, recognition events, short-term travel programs, workshops, meetings, and conferences.

- Demonstrated experience in financial management, budgeting, and accounting.

- Skills: Management and staff development skills. Must possess excellent organizational, interpersonal, customer service, and communication skills. Must have strong office management skills and be detail oriented. Strong writing and editing skills preferred. Computer proficiency with experience in Microsoft Windows programs (Word, Excel, etc.).

- Demonstrated qualities: creativity and resourcefulness, leadership, team participation, enthusiasm, and dedication to the CSD mission.

- Ability to work in groups or work independently, and advise on confidential issues.

- Ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

- Demonstrated ability to work with diverse cultures, including people from other countries.

- Knowledge of Southern Maryland and the St. Mary’s College of Maryland community is a plus.

- Must be a U.S. citizen.

- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.