



## **Operations and VISTA Program Manager**

### **SUMMARY**

The WV Community Development Hub is hiring for an Operations and VISTA Program Manager. This position will oversee coordination of organizational operations, including oversight and support of The Hub's Charleston and Grafton offices, coordination and support of organizational events and staff travel, and various operational administrative duties. Additionally, the position will oversee and coordinate The Hub's statewide program to place and support AmeriCorps Volunteer in Service to America (VISTA) positions with community development focused organizations across the state.

The right candidate for this position will have strong attention to detail, a consistent ability to execute multiple tasks, juggle various duties and be responsive to requests for assistance from staff and VISTAs located across the state, and a motivation to support the advancement of community development in West Virginia through helping The Hub maintain highly efficient and effective internal operations. The ideal candidate will also enjoy executing deliverables in an established program, supporting organizations that work with VISTAs, and providing proactive leadership development support to VISTAs placed with Hub communities and partner organizations.

This job will be the best fit for someone who likes being able to move between two well-defined roles, is comfortable with a position that is primarily office-based, and is ready to be a core member of The Hub's internal team.

### **JOB DUTIES**

#### *OPERATIONS MANAGEMENT*

- Oversee management of office operations at The Hub's Charleston office, keeping the office organized, well-stocked and efficiently managed, and support operations needs for the Grafton office.
- Receive and process mail, coordinate with financial manager to support processing of incoming invoices, checks and other relevant financial mail in a timely manner.
- Answer the office phone line, record and communicate messages with staff, and serve as the initial point of contact for visitors who come to The Hub's Charleston office.
- Support organizational event coordination, including overseeing venue and catering contracts, managing and tracking event budgets, coordinating event planning logistics, and helping to provide event coordination support at event sites.
- Coordinate and schedule staff travel, including car rentals, flights, lodging and other needs as they arise.
- Tackle emerging operational challenges as they arise, demonstrating leadership, initiative and creativity in being able to identify and solve problems as they emerge.



- Quickly and efficiently respond to additional organizational operational needs as they arise, and support the Executive Director in operational needs that are essential for her management of the organization.

#### *VISTA PROGRAM MANAGEMENT*

- Facilitate the recruitment and onboarding of VISTA Subsites, including preparation and review of materials, maintenance of files and procedures, and coordination with the Subsite organization and VISTA State Office.
- Support and facilitate the VISTA Member recruitment process, including materials creation, application development and coordination, web content creation, conducting interviews, and other procedures.
- Support and supervise current Hub VISTA sites and site supervisors, including keeping them on track with established accountability measures developing and sharing necessary materials, and conducting site visits twice per year at each site.
- Provide individual support to Hub VISTAs, including assisting with on-boarding, annual training and responsive leadership development support during their VISTA term.
- Coordinate monthly VISTA peer learning calls, and plan and execute annual VISTA trainings.
- Coordinate reporting from VISTAs and sites, and submit reports in a timely and complete manner to the State Office following the established process and timeline.
- Maintain a positive relationship with the State and National VISTA office.
- Keep up with and implement all federal VISTA regulations procedures.
- Support the executive director in annual development activities for VISTA programs, including providing information, reporting metrics and materials for the annual program grant proposal.
- Additional duties as necessary for effective management of the program.

#### **EDUCATION & EXPERIENCE**

- 2+ years' experience supporting administrative and operational aspects of a nonprofit or business.
- Demonstrated experience coordinating a program that includes supporting and holding others accountable to program activities and deliverables.
- Strong attention to detail and a commitment to complete tasks and follow-through on requests.
- Demonstrated ability to manage multiple projects simultaneously.
- Demonstrated leadership experience and strong initiative skills.
- Experience supervising staff, interns or volunteers beneficial.
- Strong written and verbal communication skills.
- Comfortable working in a small office environment and coordinating with staff who are remotely positioned or often on the road.
- Facilitation experience, including experience planning and leading meetings, and documenting meeting activities and next steps beneficial, but not required.



- Must be energetic, positive, imaginative, well-organized, and capable of functioning effectively in an independent environment and on a small team.
- Excellent computer skills using Microsoft Office, Google Products, and other relevant software.
- Bachelor's Degree beneficial but not required.
- A combination of education and experience will be considered for this position.

### **SALARY/BENEFITS**

- The salary for this position will be negotiated with the applicant and will be based on qualifications and experience. Expected starting salary will be between \$32,000 – 37,000.
- This position is full-time, based in Charleston WV.
- This position requires minimal travel: site visits twice per year to each VISTA site and some limited annual travel to support organizational events. All travel expenses are reimbursable.
- The Hub offers employee benefits including paid maternity leave, generous annual leave, and healthcare to support team members.

### **HOW TO APPLY**

Please send a cover letter, resume and 3 references to [s.tyree@wvhub.org](mailto:s.tyree@wvhub.org) by September 20 2019. Your cover letter should clearly state your relevant experience, your interest in this position and why you feel you are the best candidate for this position.

Applications should include “Operations and VISTA Manager” in the subject field.

The Hub is invested in building a diverse and qualified team that accurately reflects and is inclusive of the diverse talent represented throughout West Virginia. We strongly encourage and will positively consider applications from people who have been historically underrepresented in leadership roles, such as people of color, women and LGBTQ candidates.