



Job Posting

Operations and Office Manager

Be an integral part of a national and statewide movement that's engaging Rhode Islanders in advancing neighborhood revitalization, environmental stewardship and economic opportunity for all. Grow Smart RI is a 26-year-old nonprofit public interest group which leads a broad coalition of community, business and civic leaders committed to sustainable and equitable growth based on Downtown and Main Street revitalization, a strengthened public transportation system and conservation of our state's natural and historic resources. Since our founding in 1998, Grow Smart RI has received numerous statewide and regional awards, trained thousands of Rhode Islanders in smart growth techniques and helped secure major policy reforms to make Rhode Islanders' neighborhoods and lives more opportunity rich, healthy and affordable.

Grow Smart RI seeks an Operations and Office Manager who will play a key role in supporting the Administrative, Fundraising and Communications components of our organization. The Operations and Office Manager reports to the Executive and Deputy Directors and works closely with the entire small but dedicated team of staff and board members. The position offers an opportunity for a tech-savvy, well-organized and detail-oriented self-starter to help support our efforts to improve RI's economy, neighborhoods, environment and overall quality of life at an exciting time in the evolution of the organization.

Below is a job description with duties grouped by work area:

Fundraising and Communications Support

- Take prime responsibility for maintaining, updating and upgrading our databases, analyzing organizational data, and streamlining operational processes, including research and implementation of new tools or technology.
- Plan and execute fundraising appeals, generating and overseeing the mailing of appeal letters and emails, tracking pledges and payments, and updating our donor database.
- Process and record incoming donations, overseeing gift entry, acknowledgment letters and receipts for both hard copy and digital transactions.
- Generate reports and research related to fundraising history and prospects
- Provide support for a sustainer donor program, corporate sponsorship programs, and specialized fundraising campaigns such as "401 Gives" and "Giving Tuesday."

- Respond to or forward donor requests
- Work with other staff to facilitate social media posts and monitor comments and messages, responding or forwarding as needed.
- Assist with several aspects of grants, including grant application submissions, budget and outcome tracking, document preparation, and reporting
- Work with other staff to update website content as needed.
- Track and document media mentions
- Maintain internal and external targeted email lists

Administration and Office Management

- IT and equipment troubleshooting, referring problems to vendor, company, or on-call IT consultant as needed.
- Scheduling meetings, including setting up, Zoom links and meeting material preparation
- Vendor and consultant relations, including keeping track of contracts, and management of media and software subscriptions.
- Overseeing Mail flow and managing office supplies
- Organization and maintenance of digital files, photo library, shared passwords, and other key information.
- Maintenance of personnel files, records, and yearly processing/distribution of personnel guidelines.
- Management of organizational calendar including events, meetings, deadlines, holidays, etc.
- Manage info@growsmartri.org email address, responding to or forwarding requests as needed.
- Assist with other general office administration tasks as required.

Board Liaison Work

- Logistical liaison to and support for Board members, Emeriti, committees, and working groups.
- Attending and taking minutes/notes at Board meetings
- Managing Board Google folders and documents, including distribution of meeting materials
- Maintaining and periodically updating bios/photos and “news clip” files for Board members
- Annual Distribution of Board and EC Meeting Schedules

Events and Programs

- Provide support for events, including managing registration and sales, updating the database, securing venues and catering, and assisting with logistics or other day-of elements as needed.

Qualifications

- There are no specific degree requirements for this position, but candidates must demonstrate the ability to successfully perform the stated duties, preferably through a minimum of 2-3 years documented experience in a similar position
- Highly organized and detail oriented with ability to manage multiple projects and deadlines
- Comfortable communicating in a variety of formats and situations with diverse groups of individuals and organizations
- Proficiency in Microsoft Office Suite, Adobe and Google products. Basic understanding of Wordpress and multiple social media platforms. Experience with fundraising or Constituent Record Management software, or enthusiasm and capacity to learn.
- Demonstrated interpersonal and collaborative skills fostering a positive, creative and productive team environment.

Additional Desirable Qualifications

- Previous experience with bookkeeping, payroll processing, and other financial management duties, including familiarity with QuickBooks; additional compensation for these skills will be considered.
- Bilingual (Spanish) a plus.
- Interest in land use planning and economic/community development policy a plus.

Grow Smart RI is an equal opportunity employer and fosters a diverse and inclusive workplace. We are committed to reflecting the communities with whom we work and encourage members of traditionally underrepresented populations to apply.

Grow Smart Rhode Island offices are located in Downtown Providence and substantial in-person work is required. However, there is some scheduling flexibility, with the option of working remotely one full day per week and for parts of one to two other days of the week.

As a small organization, this position offers potential for advancement and/or expansion of role based on individual skills and interests. Please reach out to us if you are a creative and dynamic dreamer who cares deeply about the future of Rhode Island as a place!

Compensation and Benefits:

- A full time (40 hours/week) commitment is preferred but a robust part time arrangement may be considered.
- The full time base salary range is \$55,000 - \$65,000 per year, commensurate with experience.
- Full time and robust part time employees may utilize 13 paid holidays, 15 vacation days, 12 sick days, and 3 personal days per year.
- Health, dental and parking or transit benefits may be available.

Application Instructions:

Interested applicants should send an email to jfinkle@growsmartri.org and swolf@growsmartri.org with "Operations Manager" as the subject line. The email should contain a resume and cover letter describing in detail how your experience and skills match the responsibilities of the position. The application should be submitted as a single PDF document.

Applications are being accepted on a rolling basis and will be reviewed beginning on January 21, 2025.