Operations Manager
at The American Alpine Club

Reports To: AAC’s Chief Operating and Financial Officer
Classification: Manager
Location: Golden, Colorado (Front Range residents or those willing to relocate only)
FLSA Code: Exempt

Salary Range: $50,000 - $60,000 DOE plus a generous benefits package

Operations Manager Job Summary
The Operations Manager is the key support staff person for duties and responsibilities under the Chief Operating and Financial Officer. You are expected to learn about and contribute to all aspects of the Club’s operations and, in some cases, may be the sole manager of key functions. It is critical that you possess acute problem solving and analytical skills, a desire to learn how to run a non-profit from top to bottom, excellent writing acumen, and strong project management.

The Operations Manager will assist with and manage financial controls and reporting, risk management and insurance, and legal reviews; analyze membership trends and projections; manage and act as liaison on all IT projects; promote and implement operational excellence; manage federal, state and local statutory and tax reporting.

As the Operations Manager, you will:

Financial Controls and Reporting
- Maintain and enhance the internal control environment and processes
- Review cash receipts/disbursements
- Develop and maintain financial models and quarterly and annual reporting
- Assist with annual audits and 990 review
- Review monthly reconciliations

Risk Management and Insurance
- Identify, evaluate and mitigate operational risks
- Build insurance programs and manage policy renewals
- Ensure partners adhere to sponsorship agreements

Legal
- Review and revise contracts and various agreements in coordination with legal counsel
- Assist with compliance with IRS rules and regulations with respect to lobbying and exempt organization conduct
Membership
• Assist the membership team with analyzing monthly, quarterly and annual trends and maintaining analytical tools
• Lead membership retention and acquisition projections

Information Technology
• Act as the primary liaison between all of the Club’s functional areas and the IT team, and lead multiple projects
• Assist with the development and implementation of strategic objectives and help to identify appropriate, cost-effective IT solutions

Operational Excellence
• Drive continuous process improvement and the identification and monitoring of KPIs
• Process documentation, mapping and identification of key controls

Statutory Reporting
• Manage group exemptions, state charitable and corporate registrations, permitting, and compliance
• File sales, use, personal property, and hotel occupancy tax returns

You are a strong fit for this role if you:
• Believe in and espouse the AAC vision and mission
• Have strong financial acumen and understanding of program and non-profit financial reporting
• Are a critical thinker who can digest, understand and act on complex issues
• Have the ability to synthesize data and information at both the global level and “in the weeds”
• Thrive in a role where you are continuously collaborating with multiple colleagues on diverse topics that have a meaningful impact on the organization
• Aren’t afraid to wear many hats and jump in to help when needed
• Have excellent interpersonal and communication skills
• Have a well-equipped project management toolbox
• Are willing to do deep-dives into current processes and recommend improvements
Benefits
The AAC currently offers a comprehensive benefits package including Club-paid medical, dental, vision, life, and AD&D insurance and an HRA medical reimbursement plan, a wellness program, a matching 403(b) retirement plan, flexible schedule, pro deals, generous paid time off, and maternity/paternity leave. Benefits are reviewed annually and change as needed and team members are notified when they occur. Modest relocation assistance will be considered for the right candidate.

Reporting Relationship
The Operations Manager will report to the AAC Chief Operating and Financial Officer, Nat Matthews.

This role will collaborate with just about every single AAC employee, particularly the AAC membership, advancement, IT, and leadership teams, accountant, and numerous external service providers such as insurance brokers and legal counsel.

How to Apply
All who love the AAC mission are encouraged to apply, including people of color and Black, Indigenous, transgender and non-binary people.

Please email your resume and cover letter to nmatthews@americanalpineclub.org. Use “Operations Manager - [Your Last Name]” as the subject line – no phone calls please. Only potential interviewees will be contacted. Applications without cover letters will not be considered.

The AAC is an equal opportunity employer. Your gender, religion, sex life, skin color, first language, and size and ability of your body do not factor into employment decisions here. Neither do your friends in high places. If you love our mission and are good at what you do, come as you are.

About the AAC
Founded in 1902, the American Alpine Club (AAC) envisions a united community of competent climbers and healthy climbing landscapes. For more than a century, the AAC has built relationships with conservation-minded organizations and government agencies, funded and documented some of the world’s most significant climbs—including historic expeditions to K2 (1938, ‘39 and ‘53), the first ascent of Hidden Peak (‘58), the first American summit of Mount Everest (‘63), and Antarctica’s Mount Vinson (‘66)—and connected climbers from a variety of backgrounds.