Hiring Staff Position - Operations Manager

Appalachian Forest National Heritage Area (AFNHA) is seeking an Operations Manager to support all programs in areas of bookkeeping, data management, facilities operations, and program administration support.

Who are We?

Appalachian Forest National Heritage Area has been a designated National Heritage Area for three years, with operations prior to that designation for over 15 years. We work with partners in 18 counties of West Virginia and western Maryland on issues related to forest heritage, including conservation, heritage and community development, and tourism. We operate a 40 member AmeriCorps team in our West Virginia counties, based out of our Elkins office. We are currently completing our National Heritage Area management plan.

What are we looking for?

We are seeking team members who can fill the duties that the organization needs, and who will exemplify competence, communication, integrity, and commitment. Commitment to our non-profit mission is important. Our small staff team operates collaboratively, with considerable independence, self-direction, and accountability from each position. Position will be located in the AFNHA Elkins office.

Experience with National Service, with National Heritage Areas, and/or within AFNHA communities, is a plus. We value the contributions of all generations and seek a mix of ages and experience in our staff. However, someone recently out of college may be better suited to an AmeriCorps position first to gain more experience.

Operations Manager:

This position will be responsible for maintaining daily operations of the organization and support its various programs with administrative tasks. While this position includes office manager duties, the Operations Manager will also work closely with senior staff to ensure smooth implementation of the organization programs and mission.

Administrative – Take responsibility, under direction of Deputy Director, for administrative tasks including the following

- Financial bookkeeping, including paying bills and coding in Quickbooks
- Maintaining and organizing files, including employee and project files
- Project management for sub-grants, including agreements, payments, receiving and collating reporting, and documenting financial reports
- Database management including contact lists for members, stakeholders, partners, and volunteers, asset inventory and information, and other information tasks.
- Office operations including monitoring phone and email communications and scheduling
- Facilities support including determining, monitoring, and fulfilling needs for AFNHA office and Darden Mill sites.

Program Support – Assist with implementation of AFNHA programs. Specific duties may be assigned with consideration of individual's interests and skills.
• Support AFNHA AmeriCorps program, including recruitment and team support. May be assigned to directly supervise AmeriCorps member(s).
• Support AFNHA programs, such as volunteer program, story maps, Highlands Creative Economy, community outreach, Appalachian Forest Discovery Center, or other programs as developed.
• Help support assigned existing and new AFNHA direct projects and engage partners and volunteers in those projects.
• Participate in organization process and decisions, as an integral part of the team. Work with other staff on annual workplans and implementation of plan priorities.
• Help with annual reporting and evaluation of benefits and outcomes, including both NPS and AmeriCorps evaluations and reports

Skills:

Required For this position:

• Organized, accurate, meticulous, detail-oriented
• Strong written communication skills, literate, and accurate
• Training or background in bookkeeping, preferably with Quickbooks. Understanding of double entry bookkeeping and GAAP is expected.
• Grant administration and understanding of, or willingness to learn, Uniform Guidance for Federal Grants and Agreements under 2 CFR 200.
• Database and spreadsheet expertise
• Strong in-person communication skills, comfortable in person and on the phone, polite and friendly
• Comfortable with common computer programs, MS Office, email, and Google drive, able to learn new technology
• Dependable transportation and valid drivers license. (mileage and travel reimbursements provided)

Helpful for this position:

• Experience with MS Access or other database programs. Ability to create and manipulate Access applications (or interest in learning) would be a plus.
• GIS familiarity, especially story maps and basic mapmaking

Expected background – Degree or experience in bookkeeping, public administration, non-profit management, office management, business, or related field.

Compensation/Benefits:

Compensation is based on starting range of $30,000, with salary negotiated based on candidate’s experience and skill levels. Two weeks paid vacation each year and federal holidays are included after the first 90 days. FICA, WV Unemployment, and Workers Compensation Insurance is paid by AFNHA. While we do not currently offer health/medical/life insurance or retirement benefits due to the historically small size of our staff, we are considering adding those benefits in the near future.

Timeline:

We expect to start interviewing in late April, but will accept applications until the position is filled.
Start date in June is likely, but we can negotiate later start date for the right candidate.

To Apply:

If you are interested in one of these staff opportunities with AFNHA, please email a resume, along with a cover letter that indicates why you are interested and your availability situation.

Contact:
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