



## **Digital Commonwealth Operations Manager Job Description**

**Position title:** Operations Manager

**Position status:** Part-time (average 20 hours/week), remote

**Reports to:** DC Board Executive Committee, with an appointed Committee member as the direct supervisor

### **The organization**

Digital Commonwealth, Incorporated (DC) is a non-profit collaborative organization that was founded in 2006 in partnership with the Boston Public Library. We provide resources and services to support the creation, management, and dissemination of cultural heritage materials held by Massachusetts libraries, museums, historical societies, archives, and other cultural institutions.

### **Job summary**

The Operations Manager provides administrative and logistical leadership to the Digital Commonwealth and its Board. This position must be independent, focused, and self-directed, while also detail-oriented. The Operations Manager must be a problem solver and be able to communicate effectively with the Board, Digital Commonwealth members, and partners within their role. The position works independently to manage office administrative tasks and supports the work of the Digital Commonwealth Board and Committee Chairs, and DC special projects as needed. Position reports to the DC Board Executive.

### **Essential job functions**

- Develop working knowledge of the history and activities of the DC
- Attend all monthly meetings of the Board of Directors and the committees (Conference, Membership, Outreach and Education, and Repository), and other meetings as required

- Maintain up-to-date versions of documents as required by law (i.e. board meeting minutes, by-laws, membership list) and ensure that the DC Record Management Policy is followed, and communicate with Board and Committee Chairs to ensure annual review of such documents and processes
- Working with the Treasurer, ensure the maintenance of appropriate financial records and preparation of required financial reports
- Support the administrative needs of the Board, which may include monthly member reports, program reminders, invoices, press releases, and other reports and documents
- Coordinate all communications and logistics related to the Board and the committees
- Assist with special projects as requested
- Prepare reports as required (i.e. membership, events, conference)
- Write marketing materials, updating the website, and create new website pages

#### *Membership and Programs*

- Manage communications from members and prospective members
- Manage payments and membership status updates
- Retrieve mail from DC's P.O. Box, depositing checks into checking account, and sending deposit information by email to DC's accountant
- Manage DC's membership database (currently Wild Apricot), which includes adding or deleting members and updating member information
- Outreach to members before their membership expires and then followup with members who have not renewed
- Collaborate with Committee Co-Chairs to organize events, including scheduling, providing Zoom support, creating publicity materials tracking registrations, and communicating with presenters and registrants as needed
- Attend and provide technical support for monthly Membership and Outreach/Education Committee events (virtual and in-person)
- Execute tasks that are time-sensitive by their nature (such as answering member questions about payment or event registration) in a timely fashion without supervision
- Create monthly newsletter and send it to membership

#### *Annual Conference*

- Participate in all Conference Committee meetings and attend the conference

- Communicate with speakers about speaker agreements, program descriptions, bios, registration, travel expenses as applicable, practice sessions, and other conference-related issues as required
- Work with Conference Committee members to publicize conference
- Update and edit conference web page in a timely manner
- Monitor registration of participants
- Maintain registration cancellation policy on website according to DC Board recommendation
- Prepare, edit (with help from DC Conference Committee) and print and/or post to website conference program
- Prepare financial (in conjunction with DC Treasurer) and registration reports for conference committee and Board of Directors
- In conjunction with DC Conference Committee members, contact potential sponsors and exhibitors
- If the conference is held in person (always in Massachusetts), the services also include:
  - Reserve conference facility and liaise with facilities conference services manager
  - Organize catering: selection of food, pricing, headcounts and confirmation of meals in days leading up to the conference
  - Organize and post to website conference travel arrangements for registrants (conference shuttle & rideshare)
  - Purchase materials for conference (giveaways and name tags)
  - Set-up and staff registration table at conference, prepare registration materials
- If the conference is held online, the services also include:
  - Coordinate practice sessions with speakers in the webinar software
  - Collect materials that speakers would like the conference hosts (conference manager and committee) to display during the webinar, such as video-recorded sessions or slide decks
  - Review edited transcriptions in the recorded conference sessions (edits will be completed by committee members)
  - Publish conference recording online

## **Qualifications**

- A bachelor's degree or equivalent (which includes experience, paid and unpaid) is desired
- Experience supporting the work of a not-for-profit
- Strong written and verbal communication skills

- Ability to work well with a diverse group of individuals
- Ability to interact effectively and maintain positive working relationships with vendors, DC members, and institutional partners
- Knowledge of Google Suite (Drive, Docs, Sheets, etc.), Microsoft Office, and Zoom is required
- Experience with WildApricot is helpful; alternatively, the candidate will have facility with platforms such as content management systems and/or database and marketing platforms
- Interest and commitment to the work of the Digital Commonwealth
- Knowledge of libraries, archives, museums, historical societies or other heritage institutions is desired

**Please note that** while this is a remote position, with a flexible schedule, the individual will need to have availability during standard working hours (Monday-Friday 9-5pm) in order to attend meetings and conduct some DC related business.

This position requires reliable, consistent and good speed internet access and the employee is expected to provide their own computer.

**Salaried position (high 20s to low 30s, commensurate with experience)**

- Health insurance
- Dental
- Professional development
- 20 hours paid vacation
- Paid sick-time
- Leave as appropriate

**Notice of non-discrimination statement**

The Digital Commonwealth complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, creed, body size or shape, gender, sexual orientation or sex.

**To apply:** Consideration of applications will begin on August 1, 2022. Please email a cover letter and resume to [hiring@digitalcommonwealth.org](mailto: hiring@digitalcommonwealth.org).