

**FLOW**  
**Position Title: Operations Manager**

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Date Adopted: October 1, 2021  
Reports to: Executive Director  
Position Status: At-will employment, salaried position with benefits

**Position Summary:** The Operations Manager is responsible for coordinating administrative responsibilities for FLOW, which includes building management, administration of email and cloud-based tools (Google Suite), financial management (Quickbooks Online for Nonprofits), CRM (Salesforce) support, board and committee support, and staff support.

**Duties and Responsibilities:**

Office Management (25%)

- Answer phone, take messages, check mail, and maintain a positive public relationship
- Maintain office filing system (Google Drive)
- Ensure organization paperwork is up to date and accurate
- Building maintenance and communication with landlord
- Light office upkeep to ensure office is organized and presentable
- Manage inventory of office supplies and equipment, and routinely purchase

Technology Administration (25%)

- Administer Google Suite (Gmail, users, calendar, docs, sheets)
- Management of FLOW accounts, users, and passwords
- Troubleshoot IT needs
- Monitor and operate FLOW hardware and software
- Organize and operate key virtual/hybrid meetings
- Establish and facilitate best practices for internal FLOW communications

Financial Management (20%)

- Oversee FLOW's financial record keeping in the Quickbooks accounting system
- Prepare and submit monthly financial reports to the Executive Committee
- Assist Executive Director in monitoring financial activities and budgets
- Help develop the organization's annual budget
- Correspond with Accountant to ensure timely and accurate financial documentation
- Record receivables of cash, checks, or credit cards; deposit to bank account
- Enter payables in the accounting system and process payments on a timely basis
- Manage staff reimbursements
- Ordering and purchasing, maintain relations with vendors, track FLOW accounts
- Renewal of insurance

- Assist staff as needed in grant application, budgeting, reporting, and planning
- Work with Accountant on accurate and timely payments to the Electronic Federal Tax Payment System (EFTPS), ensuring all sales and payroll taxes for FLOW are accurate and paid, W-2s are distributed to employees, and accurate reporting of 990s and financial audits
- Work with Accountant to collect W-9s, file 1099s, track payments, assist with contracts, and manage accounts for all Contractors.

#### Fundraising Support and Database Management (15%)

- With Fund Development Specialist, manage data entry to constituent relations management (CRM) system (Salesforce)
- Maintain and update contact information
- Process, enter in CRM, and file donations
- Create mail merge documents for fundraising purposes
- Train and keep up with best management practices

#### Board and Committee Support (10%)

- Take minutes at meetings and distribute to board members
- Compile agenda and supporting materials and distribute
- Send out meeting notifications, RSVP surveys, updates

#### Staff Support (10%)

- Working in collaboration with all staff and contributing to policy development and messaging
- Assist with assigned support work from Executive Director and other staff as needed
- Make travel arrangements

**Working Conditions:** This position is based at FLOW's downtown office in Traverse City, MI, and will require occasional travel in the Great Lakes region, as well as occasional nights and weekends for events and gatherings.

**Qualifications and Desired Skills:** Bachelor's degree required and a minimum of 3 years' experience in a related position. The ideal candidate will be able to demonstrate an understanding and commitment to FLOW's mission to protect the common waters of the Great Lakes Basin. Prior nonprofit experience and familiarity with conservation, environmental, and Great Lakes issues are desirable. The Operations Manager will exhibit personal and professional characteristics that include, but are not limited to: superior verbal and written communication and problem-solving skills, detail oriented, organized, ability to keep multiple projects moving forward with minimal direction, sound judgment, confidentiality and discretion, flexibility and team-oriented approach. Working knowledge of Google Suite, Quickbooks, or Salesforce a plus.

**ABOUT FLOW**

Everything we do is reflected in our name: For Love of Water or simply “FLOW.” Our mission is to ensure that the Great Lakes are healthy, public, and protected for all. Through our targeted policy initiatives, FLOW has built key partnerships with state and regional Great Lakes groups, leveraged our expertise to influence agencies and impact state and federal legislation, and grown to be a trusted source of current information on issues affecting our freshwater seas. For more information about FLOW’s history, programs, staff, or board, visit: [www.ForLoveOfWater.org](http://www.ForLoveOfWater.org). FLOW is an equal opportunity employer, committed to a diverse and inclusive workplace. FLOW will not discriminate in employment, promotions, or compensation on the basis of race, sex, color, religion, national origin or ancestry, age, marital status, handicap, or veteran status, or any other basis prohibited by applicable law.

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