

# Daily Work

*Removing barriers. Building prosperity.*

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POSITION	Volunteer and Operations Manager
CLASSIFICATION	Full-time/Exempt
REPORTS TO	Executive Director

**SUMMARY:** Daily Work supports early-stage job seekers in developing the skills and experience needed to break away from part-time, sporadic, low-paid employment and transition to financially-stable career pathways. We are located in St. Paul, behind the State Capitol building.

We are seeking a nonprofit professional who can navigate effortlessly between motivating people and managing administrative details. The Volunteer and Operations Manager will be responsible for organizing, cheering, and developing our small team of interns and volunteers while developing effective systems that optimize the unique skills of our transient workforce.

## KEY RESPONSIBILITIES

### General Office and Financial Management (50 percent)

- Create effective, transparent, and modern systems that increase the efficiency and effectiveness of a small office, staffed primarily by volunteers and interns
- General office administration; manage filing systems, order supplies, correspondence, etc.
- Maintain personnel files, policies, and regulatory requirements
- Oversee needs related to phone system, computer, and equipment
- Oversee or perform QuickBooks data entry, check writing, and preparing items for deposit
- Assist with management of donor database (Bloomerang) including data entry accuracy and auditing between Quickbooks and Bloomerang
- Assist with event coordination and planning
- Assist with other administrative tasks including: scheduling appointments, routing mail, and answering the phone and greeting job seekers when they arrive for appointments
- Perform other tasks, responsibilities, and special projects as assigned or directed

### Volunteer Management (30 percent)

- Oversee intern and volunteer program: position development, recruitment, orientation, scheduling, oversight and documentation
- Develop and oversee exit process and satisfaction surveys for all workforce members
- Assist with developing effective systems for evaluating Daily Work operations
- Oversee agency partnerships and ensure reports are submitted as required
- Monitor implementation of the Apricot Case Management Software; improve systems, make updates, advise staff, check for accuracy, and run reports
- Assist executive director with board administration including maintaining a dashboard of key metrics, preparing and sending board packets, and onboarding new members

### Communications Management (20 percent)

- Assist with collecting and writing client stories for website, newsletter, fundraising appeals, social media and more to effectively communicate the impact of Daily Work to stakeholders
- Manage and update Daily Work website and social media pages
- Assist with cultivating and managing new and current partnerships

## Miscellaneous

- Act as a key thought partner. Brainstorm and identify solutions to organizational challenges
- Communicate and make recommendations to advance Daily Work's mission and goals
- Provide a positive, healthy and safe environment for staff and job seekers alike.
- Exercise flexibility and accountability with all staff, volunteers and clients

## Required Qualifications

- Demonstrated commitment to Daily Work's mission and ability to effectively interact with people from diverse cultural, socioeconomic, and ethnic backgrounds
- Advanced skills in Microsoft Office
- High degree of accountability and ownership
- Well-organized and strong attention to detail
- Positive, welcoming, inclusive, and professional demeanor
- Demonstrated interest and ability to work with interns and volunteers
- Exceptional verbal, written and interpersonal communication skills
- Ability to work occasional evenings/weekends
- Ability to lift, carry, push and/or pull objects weighing up to 20 pounds

## Preferred Qualifications

- 3+ years' professional experience working in nonprofit management or administration
- Experience with Quickbooks. Aptitude with databases / digital tools
- Ability to speak Amharic would be a significant asset for this position
- A four-year degree in a related field is preferred, but 5+ years' experience in a nonprofit environment may substitute for education
- Valid driver's license and access/ownership of a car preferred

We are willing to adapt the position duties and train and develop candidates who are eager to gain new skills and grow with us.

**Benefits and Compensation:** Compensation for this position is based upon qualifications and experience, with a salary range of \$40,000-\$50,000. Daily Work offers generous paid time off from the first day of employment, holiday pay, 3 p.m. close on Fridays, and other office closures throughout the year. Other benefits to be added as revenue grows over the next 12-18 months.

**How to Apply/Process:** Please combine your resume, cover letter into a single PDF and submit to [Julie@Daily-Work.org](mailto:Julie@Daily-Work.org). Use OPERATIONS MANAGER in the subject heading.

We will review applications and interview selected candidates on a rolling basis until the position is filled. Selected candidates will be invited to an in-person interview and asked to bring two, brief writing samples. Final candidates will be invited for a second interview and asked to submit three references. Expected start date to be late-January to mid-February.

Daily Work is an equal opportunity employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity, disability, military status or any other characteristic as established by law.

Daily Work is committed to the principle of equity. We actively encourage women, people of color and LGBTQ individuals to apply.