



Operations Manager Job Description

Overview

The Operations Manager manages day-to-day operations, programs, and projects of both the Tillamook Area Chamber of Commerce and the Tillamook Chamber Community Foundation. In addition to the management of existing, and the development of new, programs and events, the Operations Manager is responsible for managing team workflow and continually working on process improvements.

Operational Responsibilities

- Position is responsible for directing the operational workflow through project management software to create efficient management of operations and make recommendations as needed.
- Preparation, facilitation, and management of meetings; including those with staff, board, membership, and community partners.
- Management of various contracted services to ensure quality services are acquired at competitive rates and quality. Examples include web master, social media, planter gardener, graphic designer.
- Execute policies and procedures as directed by the organizations bylaws, policies, and procedures alongside the Executive Director.
- Support membership sales through active promotion of membership to non-member businesses and organizations.

Programmatic Responsibilities

- Spearhead programs and oversight of the various stages of development such as timelines, marketing, effectiveness, and financial tracking. These programs include, but are not limited to, Oregon Main Street, Young Pros, downtown planter program, membership benefits, foundations programs and various publications.
- Leadership of regular events. These events include, but are not limited to, networking events, professional development seminars, ribbon cuttings, and regular community events.
- Assist Special Events Coordinator with the operations of all special events.
- Develop and manage communications calendar and messaging as it pertains to social media, website, weekly articles, e-newsletter content, and other forms of communications.

- Act as Tillamook Main Street Program manager in accordance with Oregon Main Street. Works closely with downtown businesses, tracks and reports data, and develops strategies for district development.
- Carry out facilities projects by obtaining estimates, communicating with contracted services, and seeing projects through to completion.

Development Responsibilities

- Work with Executive Director and Development Director on new funding methods and strategies.
- Establish annual report for Chamber and Foundation.
- Build improvement processes for existing programs and events to reach maximum mission and/or financial impacts.
- Work with the Executive Director on building a resilient strategic plan to ensure support for members, donors, and the community.

General Qualifications

The interpersonal skills of the Operation Manager are of the utmost importance. This person must independently analyze, think critically, and make sound decisions in various situations. Clear, effective, and responsive communication focused on superior customer service for both staff and external audiences. Politically sensitive situations are a common occurrence and must be handled strategically and diplomatically.

Strong project management and organizational skills. High level of independent and self-motivated initiative and desire to meet specific goals. The Operations Manager will convene stakeholders and facilitate discussions often; must speak comfortably in public.

An eagerness to help implement sustainable and effective business practices. Passion to work as part of a team, both as a leader and supporting capacity, to expand the impact and services of the Tillamook Chamber of Commerce and Tillamook Chamber Community Foundation

Additional Qualifications

- An associate degree or higher with emphasis in communications, business administration, non-profit management, sales or related field. Work experience will be considered in lieu of degree.
- Two years of experience in project or organizational management.
- Proficiency in project management software (e.g. Trello or Asana)
- Sales background with the ability to build consensus and influence.
- Demonstration of proficient facilitation and public speaking skills.

Basic Requirements

- A high school diploma.
- Proficiency in Microsoft Office Suite, including Outlook.

- Requires valid driver's license and reliable transportation.
- Ability to pass drug screen and background check prior to hire and at random through employment.
- Travel by car and air as required, with occasional overnight stays.
- Demonstrated dependability and reliability with respect to timeliness, attendance, follow-through, and ability to work independently and efficiently.
- Willingness and ability to actively correspond and work beyond standard daily schedule when necessary.
- Willingness to learn preferred skills as needed.

Work Environment and Physical Demands

Work is often performed in an office setting, whether that be home, coffee shop, or at the Chamber Headquarters. The position is typically performed under very comfortable working conditions as the Chamber focuses on creating a great workspace for employees where disagreeable elements are generally absent during normal performance of job. Occasionally this position takes place in an active work environment through various event locations and frequent visits to local business locations.

Occasional travel includes local and regional meetings.

The employee must occasionally lift and/or move up to 25 pounds, and infrequently lift and/or move up to 75 pounds.

Continuous mental and/or visual attention; the work is either repetitive or diversified requiring visualizing, planning, laying out, or otherwise performing involved and complex tasks.

Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as computer keyboards and telephones.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary and Benefits

The annual exempt salary offered to a prospective employee will range from \$51,600-\$58,600 and be dependent on experience and qualifications.

Position is full-time, 40 hours per week, and often takes place Monday-Friday. Additional hours may be required at times to accomplish organizational needs. Work week and times may be flexible once agreed to by supervisor.

Employee medical, dental and vision insurance and retirement match up-to 3% are provided 90 days after date-of-hire. Expense account provided for business travel and meals. A predetermined number of 15 paid personal days are offered and are subject to annual accrual and increase as outlined in the TACC Employee Handbook.

To Apply

To apply for this position, send cover letter and resume outlining your interest and qualifications by email to justin@tillamookchamber.org or by mail at:

Tillamook Area Chamber of Commerce
Attn: Justin Aufdermauer
208 Main Avenue
Tillamook, OR 97141