

Sustainable CAPE - Center for Agricultural Preservation & Education

Title: Operations & Development Coordinator

Location: Truro, MA in person

Employment Type: Approximately 24-35 hours/week, year-round

Compensation: \$25 - \$28/hour, depending on experience

Reports to: Finance Manager & Founding Director

POSITION DESCRIPTION

The Sustainable CAPE Operations & Development Coordinator is responsible for the performance and management of administrative and business operations for Sustainable CAPE, a 501(c)3. Sustainable CAPE's mission is to celebrate local food while inclusively educating about the health of our bodies, community, and environment. Our positive and motivated team is deeply dedicated to building a stronger and more resilient local food system.

The Operations & Development Coordinator is the hub of internal operations at Sustainable CAPE and ensures effective systems are in place, maintained and carried out. Areas of operational oversight and coordination include: finance support, general office systems, HR systems interface, contract and vendor management, and the CRM donor database. Sustainable CAPE is a year-round team of 10 individuals, delivering on fast-paced, seasonal and deadline-driven schedules; our work makes a very real difference in people's lives. The goal of the Operations & Development Coordinator is to ensure that foundational functions of the organization are working efficiently and smoothly so that finance, program and development staff have the necessary resources at their fingertips to successfully meet team objectives and serve Sustainable CAPE's mission. The Operations & Development Coordinator will collaborate closely with others and report to the Finance Manager & the Founding Director.

This position will grow with the organization; we are willing to invest in your training.

KEY RESPONSIBILITIES AND DUTIES

Operations

- Oversee facilities operations including purchasing
- Coordinate and review insurance policies for the organization ensuring they are up to date and adequate for organizational needs
- Oversee IT systems and maintain systems & subscriptions for databases and IT tools: Google Workspace, Dropbox, Wordpress, GoDaddy, Bloomerang, Mailchimp, QuickBooks, SNAP processor, Paypal, and other systems as needed
- Website Management
 - Ensure website is up to date and running smoothly with support from other team members
 - Add events and news to website
 - Manage donation pages and form integration
 - Support Development & Communications Manager with building and managing online auction (Auctria) and online event and ticketing webpages through QGiv

Administration

- Support financial processes and bookkeeping including:
 - Support Accounts Receivable & Accounts Payable
 - Process deposits including donations
 - Oversee Farmers Market financials
- Support grant applications, management & reporting
 - Manage grant pipeline ensuring deadlines are met and opportunities are added
 - Manage grant award protocol
 - Support Founding Director in coordinating site visits with funders (current & prospective)
 - Support tracking & sharing of metrics & reporting for organization
- Support Communication strategy
 - Keep communications schedule updated
 - Manage email newsletter list: ensure emails that are captured throughout the organization's events are added to email list in MailChimp
 - Work with team to produce e-newsletters
- Coordinate onboarding of staff including IT, HR, and other orientations to organizational culture
- Maintain Organization Policies: Financial Procedures, DEI, Sexual Harassment, and others - ensure regular review and process for updating any policies with the ED and Board
- Support Founding Director in preparation for Board Meetings including reports
- Attend quarterly Board Meetings as requested, and record meeting minutes
- Participate and play a leadership role in regular staff meetings including record-taking
- Improve organizational workflows
- Collect & process mail
- Monitor necessary email accounts and direct to appropriate team member for response and/or respond directly as needed
- Other duties as assigned

CRM Management & Philanthropic Support

- Develop and manage, in collaboration with the Founding Director and team, donor communications and fundraising materials, including acknowledgement letters, donor reports and impact stories.
- Donor database management and ongoing maintenance including keeping all donation records entered into our CRM Bloomerang
- Management of Acknowledgement Process including sponsorships, grants, and donor thank yous - via email, social media and mailing - and tracking all correspondence in Bloomerang
- Track pledges and send pledge letters
- Support the Founding Director in individual donor cultivation including prioritizing donor engagement and stewardship and managing annual calendar of meetings
- Oversee and coordinate donor mailings: Create segmented lists, review and ensure accurate donor contact information, manage printers, organize volunteers and oversee distribution of appeal letters

SKILLS & QUALIFICATIONS

We are looking for a detail-oriented, analytical problem solver & systems thinker who can support our organizational mission. You will become an integral part of a positive and hardworking group executing purpose-driven, meaningful work. Our ideal candidate has 3+ years experience in operations and/or office administration and will function well as the hub of a positive, vibrant and dedicated team. We will rely on your strong communication skills (both oral and written), as well as your planning and organizational experience and robust data management abilities (including advanced spreadsheet proficiency) to keep our operation running smoothly and to support stakeholder relationships both internally and externally. Knowledge of Cape Cod's communities is a plus, as we are a collaborative organization grounded in partnerships across the region.

Additional skills:

- Strong Microsoft Excel, Word and database skills, Google Workspace, Wordpress, Dropbox, as well as with CRM software (we use Bloomerang, QGiv, Auctria)
- Highly prefer experience in accounting software (Quickbooks Online)
- Driver's license preferred (job requires some travel in and around the outer Cape area)
- Ability to document systems for replicability
- Integrity, positive attitude, mission-driven, self-directed team player
- Creativity and a sense of humor a plus

APPLICATION PROCESS

To apply please submit your resume, cover letter, and three references to work@sustainablecape.org with the subject line: Operations & Development Coordinator Application. References will not be contacted without your prior approval and notification.

Sustainable CAPE is an equal opportunity employer and strongly encourages applicants from culturally diverse backgrounds and/or historically under-represented communities. We do not discriminate on the basis of race, color, religion or belief, disability, gender, nationality, ethnicity, sex, gender identity or expression, sexual orientation or any other status protected by law. Sustainable CAPE is committed to equal employment opportunity and strongly encourages women and people of diverse backgrounds to apply.