

Free Methodist World Ministries Center
SEED Livelihood Job Description
May 7, 2021

Title: Operations Manager
Department: SEED Livelihood Network
Reports to: SEED Director
Classification: Salary, non-exempt
Hours employed: 32-40 hours per week
Location: Based at the Free Methodist World Ministries Center, Indianapolis, IN

SEED works with churches around the world, helping them do business plans and raise funds... or by developing products and ordering those products from livelihood groups. As we shift from many products to fewer, high-volume ones, the job of SEED's operations manager will shift. We are looking for an operations manager who can support the director and who will run SEED's operations, including receiving and distributing finances, and working with livelihood groups to figure out logistics. They will also be the main communication person for logistics with US churches and conferences, hosts, and champions.

SEED's Operations Manager is someone who communicates well and brings excellent organizational skills to the team. They can keep track of details and grasp the big picture. They can talk through process improvement, make changes, and follow through on logistics, including delegation. They have solid relational skills, able to work graciously and effectively as a key part of helping the SEED team move forward. They exhibit excellence, accuracy and problem-solving. They work well independently, knowing when to ask questions. They manage workload efficiently and effectively juggle multiple tasks, clarifying and following priorities. They want to learn, they receive feedback well, and will grow as SEED grows. SEED's Operations Manager oversees many different areas as described below.

Financial record keeping

- Master necessary parts of QuickBooks, accounting principles and practices.
- Properly record cash and credit card payments, donations, and deposits.
- Track donations given for specific SEED Capital projects, etc., and request disbursements appropriately.
- Prepare invoices and payment requests for Finance to pay.
- File monthly sales tax payments and reconcile monthly data/reports between FMC Finance and SEED.
- Take raw data and present it quarterly in easy-to-read formats, and answer inquiries thoroughly.

Assist the director in organizational and administrative matters including:

- Continue to create effective and streamlined solutions.
- Schedule and set up meeting times, spaces, and technology.
- Take minutes and make sure team is following through with tasks coming out of meetings.
- Prepare director's expense reports with accurate accounting and clear filing of receipts.
- Make domestic and international travel, lodging and meal arrangements as requested.
- Keep our documentation (docs, spreadsheets, policies and procedures) up to date and accessible to all.
- Work with other staff in the building to collaborate, know available resources and opportunities, and determine best practices.

Ongoing administration

- Utilize project management software (Asana), work with the director to outline steps for new projects, and then follow through to completion. Also help team prioritize work well in Asana.
- Track team progress toward goals.

- Keep SEED calendar up to date and give updates to SEED meetings.
- Document/update policies/procedures clearly and thoroughly.
- Maintain and order office supplies, communication pieces, tagging supplies, etc.
- Print small amounts of documents, tags, and signs with highest quality possible.
- Order reprints and annual catalog from printers.
- Other duties as needed.

Customer service

- Communicate clearly and excellently in emails, on the phone, and in person.
- Joyfully and graciously greet and help all callers, in-person visitors, and building staff.
- Be primary contact for SEED via phone, email, website, and building visitors.
- Prepare materials and packages in a way that are helpful to event hosts and online customers.

Inventory

- Track advances, create accurate and thorough receipts/bills, prepare payment requests.
- Track orders in process throughout all stages, recording payments and prompting next steps.
- Receive shipments from artisan livelihood groups.
- Clearly document how shipments do or do not match orders; give written feedback to livelihood groups.
- Communicate with artisan groups to coordinate/track shipments and reconcile accounts.
- Input, maintain, and reconcile inventory to keep quantities and product information accurate.
- Prepare receipts, sales orders, and credit memos.
- Organize and maintain SEED's warehouse, workroom, web inventory, and office spaces.
- Update web store inventory (including new products) and ensure optimum inventory is stocked.
- Coordinate with the director to process new products including getting photos, showing product developer, inputting in QuickBooks and online, preparing tags and labels, etc.
- Keep track of inventory at events, sent to marketing person/product developer, and ensure timely return.
- Send quarterly reports to team.
- Oversee semi-annual inventory.
- Track all complimentary gifts, damaged or discontinued items.
- Keep inventory in the nook and showroom updated and attractive, ready for shoppers.

Event processing: in-person & virtual

- Do tasks on event checklists for each event (calendar, communication, payments, follow up, etc.)
- Set up temporary access for hosts to take card payments.
- Communicate with hosts multiple times before and after events.
- Pack boxes with accuracy and quality control, protecting products and making events easier for hosts.
- Lift 50-60-pound boxes and bins throughout the day.
- Work with the WMC mailroom employee to prepare, ship, and track boxes, online orders, etc.
- Prepare credit memos on boxes returning from events.
- Track AR, make sure all payments are received and balanced, and accounts are closed out.

Orders: online, in-office, wholesale, and custom goods

- Pack and ship online orders & restock.
- Update online coupon codes.
- Help in-office customers with suggestions, assistance, and payment.
- Fulfill wholesale inquiries and orders.
- Communicate with customers looking for customized goods and work with the screen-printing company.

Volunteers

- Prepare tasks weekly/monthly for volunteers.
- Provide everything necessary for volunteers to tag and label products accurately and in a way that displays well.

- Give feedback to volunteers, maintain high quality control, express appreciation, and recruit volunteers.

Tools SEED's operations manager uses:

QuickBooks

Asana

Google Workspace (Gmail, Calendar, Meet, Drive, Docs, Sheets, etc.)

Excel or Numbers spreadsheets

CardConnect

WooCommerce

Constant Contact

Adobe InDesign

Required Qualifications:

High school graduate with extensive office experience.

Strong verbal and written communication skills, including receiving and sending email.

Ability to learn quickly, receive feedback, and adapt to change.

Positive, service-oriented attitude that works for the good of livelihood groups and the team.

Ability to use or quickly master QuickBooks.

Ability to work well independently, with a group, and as part of a partly-remote team.

Excellent organizational skills, attention to detail and ability to understand the big picture.

Ability to multitask, handle multiple priorities, and follow through thoroughly.

Ability to read and use spreadsheets.

Ability to implement new processes, ask questions for understanding, and document procedures.

Sound judgment, good communication, and wise initiative.

Commitment to model Christ-like behavior (see Chapter 3 of the Book of Discipline of Free Methodist Church - USA.

Passion for missions, social justice, and cross-cultural relationships.

Preferred Qualifications:

Bachelor's Degree or 2+ years of experience in an administrative or operations role.

Experience with QuickBooks or other financial software.

Experience with programs like Asana, Google Workspace, WooCommerce, and Constant Contact.

Positive office experience including working with a team of volunteers.

Retail or inventory experience.

Working Conditions:

Physical Demands: Use hands and fingers to operate computer, telephone, tagging guns, etc. Regularly talk and listen and communicate electronically with co-workers, donors, customers, and visitors. Lift, move, shelve, pack and process 50-60-pound boxes of products.

Work Environment: Regular interaction with co-workers, guests and volunteers. Usually low to moderate noise level. Usually moderate stress to meet deadlines and maintain accuracy.

Interested individuals should submit a resume and complete an online application at:

<http://fmcusa.org/hr/employment-application>