



130 N. Louisa Ave.
Shawnee, Oklahoma 74801
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Job Title:	Director of Business Operations & Administration	Reports to:	President & CEO
Exempt Position/Salary Commensurate with Experience			
Job Purpose: This position manages both the physical and human assets of the organization. The role of operations management is responsible for the coordination of staff activities, staff development, and providing daily administrative support for all aspects of SF's business operations. The role of facility management is to ensure the general upkeep and maintenance of SF's buildings, land, equipment, office systems, parking, security, and surrounding environment to meet health and safety standards. Essential Duties and Responsibilities: • Works with the President to ensure support and coordinate economic development activities • Maintains and troubleshoots computers, wireless network, audiovisual & conference equipment, and telephone system; escalating application problems to appropriate vendor as needed • Secures system by developing system access, monitoring, control, evaluation, and maintaining documentation. • Facilitate the acquisition of federal and state funding to support economic development projects. • Coordinate and schedule all facility bookings and oversee all facility use for internal staff use, board meetings, special events, and external rentals • Monitor, order, and procure supplies for building cleaning, maintenance, and office operations • Maintain all receipts, records, and bid information to ensure that SF facility maintenance and operations are executed within SF's approved budget • Work with President to develop budgets and track short-term and long-term facility expenses, equipment, and resource needs of company and staff • Primary focal point for coordination of all administrative activities of the organization • Prepare contracts and handle sensitive legal, employment, or company documents to support the activities of the President and Board of Directors • Oversee company-wide human resource management and implementation of policies • Oversight of benefit administration programs and annually researches and make recommendations to the President on annual benefit administration programs • Ensure legal compliance and maintain updated management guidelines by researching, preparing, recommending, and updating SF's company human resource policies and procedures Principal Duties: Works with the President/CEO to coordinate meetings, build agendas, record minutes, and maintain records of the Executive Committee and Board of Directors. Performs a broad variety of administrative tasks that facilitate the President/CEO's ability to effectively lead the organization. • Assist with administrative tasks across the organization's divisions. • Act as coordinator for the Executive Committee and Board of Directors. This includes managing meeting logistics, preparing agendas, distributing meeting material, and taking minutes.			

- Update and maintain Shawnee Forward social media pages. Create events on Facebook and promote through a series of posts and sponsored posts. Welcome new members and share and like our members' events.
- Manage organization membership and support business recruitment and retention efforts.
- Track and analyze monthly economic indicators to address progress and inform decision-making.
- Coordinate all employee background checks & references.
- Coordinates with the President on-site visitation programs for local industry employers
- Provides historical reference by developing and utilizing filing and retrieval systems and recording meeting discussions (electronic filing system, meeting minutes)
- Manage financial processes.
- Manages QuickBooks/accounting software working alongside SF's accountant
- Performs invoicing and statements to members/investors.
- Enter new members into the CRM system and maintain accurate, up-to-date member profiles.
- Assist in the creation and implementation of membership retention initiatives.
- Support the timely and accurate invoicing and booking of commitments and payments in CRM and financial systems, as well as ensure collections of outstanding payments.
- Updates job knowledge by participating in educational opportunities, reading professional publications, and maintaining personal networks
- Protects the organization's value by keeping information confidential
- Other duties as assigned by the President

Skills/Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's Degree in business administration or related field preferred
- Demonstrated knowledge and 5 years of job-related experience in administrative operations & property management, human resources, and event management
- Knowledge of federal and state laws in human resource management and five or more years of leading and supervising professional staff
- Experience in managing budgets and in implementing professional development programs and training personnel
- Experience in working with shared leadership and with cross-functional teams
- Excellent verbal and written communication skills that include the ability to write effective business memos and correspondence
- Ability to effectively manage professional staff, develop good relationships with a wide range of people and build a collaborative work environment
- Ability to solve problems in a strategic and tactical manner and use good judgment in making decisions
- Ability to work independently, use self-initiated follow-up to meet deadlines, and proven ability to successfully manage multiple projects concurrently
- Well-organized, self-motivated, goal-oriented, and flexible
- Excellent skills in customer relations, customer service, and vendor management
- Ability to maintain the confidential nature of related information

Working knowledge of PC, Microsoft Office and industry software, email, etc.