1106 N. Harrison St.
Shawnee, Oklahoma 74801
Phone: 405-273-6092
Website: www.ShawneeForward.com

| Job Title: | Director of Operations | Reports to: | President & CEO |
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**Exempt Position/Salary Commensurate with Experience**

**Job Purpose:**

The Director of Operations plays a key role in the daily management and overall effectiveness of Shawnee Forward, supporting both Chamber of Commerce and economic development activities. This hands-on leadership position is responsible for coordinating business administration, membership recruitment and retention, organizational programs and events, communications, financial administration, and office operations.

Working closely with the President & CEO, the Director helps ensure organizational priorities are carried out, daily operations run efficiently, and projects and commitments are completed in a timely and professional manner. The position requires a proactive, highly organized individual who anticipates needs, takes ownership of responsibilities, exercises sound judgment, and independently manages competing priorities while maintaining appropriate communication with leadership.

The Director is expected to identify challenges, develop practical solutions, improve operational processes, and provide consistent follow-through to support the organization's goals and continued success.

**Essential Duties and Responsibilities:**

**Business Operations & Administration:**

- Coordinate day-to-day administrative functions, office operations, meeting schedules, organizational records, vendors, and supplies.
- Coordinate office and shared-facility bookings for staff, Board and committee meetings, programs, and approved outside use; communicate with property management or service providers as needed.
- Monitor office, building, equipment, and supply needs; coordinate routine upkeep, safety-related concerns, maintenance requests, and vendor follow-up within approved budgets.
- Coordinate routine technology and communications support for computers, wireless networks, telephones, audiovisual, and conference equipment, referring technical problems to appropriate vendors.
- Maintain appropriate access records, user permissions, equipment documentation, and administrative security procedures in coordination with authorized IT providers.
- Support the President & CEO and Board of Directors by preparing agendas, meeting materials, minutes, correspondence, and follow-up items.
- Serve as an administrative liaison for the Board of Directors, Executive Committee, organizational committees, and designated partners; coordinate meeting logistics, materials, minutes, and follow-up.
- Prepare and organize routine contracts, personnel documents, vendor records, and other sensitive materials for review and approval by leadership.
- Maintain contracts, files, databases, and confidential business records; recommend improvements to systems and workflows.
- Maintain receipts, purchasing documentation, vendor bids, and facilities-related records; track office equipment, maintenance expenses, and resource needs against approved budgets.
- Support personnel administration as assigned, including onboarding records, reference or background-check coordination, benefits paperwork, and staff-related documentation; refer policy, compliance, and benefits decisions to leadership and qualified advisors.

- Provide administrative coordination for economic development activities, business projects, committees, and required reporting.
- Support research, documentation, and coordination for potential state or federal grants and economic development funding opportunities under the direction of organizational leadership.
- Compile or track economic indicators and business activity data as assigned to support reporting, project monitoring, and decision-making.
- Coordinate logistics, scheduling, documentation, and follow-up for employer site visits, business retention and expansion activities, and economic development prospect meetings.
- Identify operational needs and resolve routine issues independently within organizational policies and approved authority.

**Membership Development & Retention:**

- Actively recruit prospective Chamber members through outreach, follow-up, and membership conversations.
- Coordinate member onboarding, benefits information, engagement, business visits, and member recognition activities.
- Maintain accurate CRM records and manage renewal schedules, membership invoicing, payment follow-up, and retention outreach.
- Identify at-risk members, respond to member needs, and recommend strategies to improve retention and participation.
- Track and report membership prospects, new members, renewals, retention, and related activity to organizational leadership.
- Events, Programs & Sponsorships:
- Coordinate planning and execution of Shawnee Forward events, networking activities, ribbon cuttings, and member programs.
- Manage event schedules, registrations, vendors, volunteers, participant communications, supplies, setup, and follow-up.
- Support Leadership Shawnee, the Ambassador program, legislative activities, and other organizational initiatives.
- Coordinate Leadership Shawnee administrative logistics, session calendars, participant recruitment materials, sponsorship fulfillment, and communications under leadership direction.
- Provide coordination and administrative support for the Ambassador program, young professional initiatives, manufacturers or industry meetings, and other active organizational groups as assigned.
- Support legislative events, business after-hours gatherings, prospect hospitality events, and other signature activities from planning through execution.
- Assist with sponsorship outreach as directed and manage sponsor records, recognition, and benefit fulfillment.
- Track event attendance, expenses, revenue, and feedback; recommend practical improvements.

**Events, Programs & Sponsorships:**

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- Manage event schedules, registrations, vendors, volunteers, participant communications, supplies, setup, and follow-up.
- Support Leadership Shawnee, the Ambassador program, legislative activities, and other organizational initiatives.

- Assist with sponsorship outreach as directed and manage sponsor records, recognition, and benefit fulfillment.
- Track event attendance, expenses, revenue, and feedback; recommend practical improvements.

**Financial & Business Administration:**

- Prepare membership, sponsorship, and other invoices; track accounts receivable and follow up on outstanding balances.
- Maintain accurate receipts, transactions, payment records, financial documentation, and CRM/accounting entries.
- Coordinate routine financial records and inquiries with Shawnee Forward's accountant.
- Assist with event budgets, organizational budget tracking, and routine financial reporting.
- Support the preparation of routine operational and facilities budget information, expense forecasts, and financial documentation for review by leadership.
- As proficiency is demonstrated and authority is assigned, assume additional QuickBooks, financial coordination, and reporting duties.
- Observe all financial approvals and internal controls; final budget and spending authority remains with authorized leadership.

**Professional Responsibilities & Expectations**

- Serve as a dependable operational resource to organizational leadership, managing multiple priorities with limited supervision, anticipating needs, and ensuring timely follow-through on organizational commitments.
- Maintain the highest standards of professionalism, integrity, and confidentiality when handling sensitive organizational information, including financial records, personnel matters, membership information, economic development projects, business prospects, and confidential Board discussions.
- Exercise sound judgment and discretion in handling confidential information, ensuring that sensitive matters are shared only with authorized individuals and appropriately safeguarded.
- Communicate progress, challenges, and matters requiring leadership attention in a timely and professional manner.
- Represent Shawnee Forward professionally in interactions with members, business owners, community partners, elected officials, vendors, and the public.
- When requested, represent organizational leadership at appropriate meetings, events, or functions within the scope of delegated authority.
- Remain current with professional practices through relevant training, publications, and participation in Chamber of Commerce and professional association networks.
- Support organizational events and activities that may occasionally require early morning, evening, or weekend commitments.
- Perform other related duties as assigned by the President & CEO or designee.

**Skills/Qualifications:**

- Three to five years of relevant experience in business administration, operations, membership development, nonprofit management, or a related area preferred.
- Bachelor's degree in a related field preferred; equivalent professional experience will be considered.
- Strong organization, written and verbal communication, member service, and relationship-building skills.
- Ability to prioritize work, exercise initiative and judgment, independently meet deadlines, and follow through on commitments.
- Proficiency with Microsoft Office and ability to learn CRM, QuickBooks, Constant Contact, Canva, and other platforms; prior experience with these systems is beneficial.

- Experience with invoicing, accounts receivable, events, marketing, or membership recruitment preferred.
- Ability to coordinate service providers and vendors, manage basic facilities and office technology issues, and escalate specialist matters appropriately.
- Experience supporting confidential personnel matters and Board or committee operations is beneficial; demonstrated ability to work cooperatively across functions is important.
- Professional discretion, flexibility, accuracy, and willingness to perform hands-on administrative work.

**Performance Expectations:**

Demonstrate timely, independent execution of daily operations; accurate records and financial processes; proactive member recruitment and renewal follow-up; successful event coordination; clear communications; and appropriate escalation of decisions. Additional financial responsibilities will be assigned progressively as competency is demonstrated.

**Compensation & Benefits:**

Compensation is commensurate with qualifications and experience. Shawnee Forward offers the following benefits:

- **Health Insurance:** Shawnee Forward covers 100% of the Employee Health Plan premium (plan chosen by the organization annually).
- **Retirement Benefits:** Eligibility for the SIMPLE IRA program, including employer matching contributions up to 5%.
- **Additional Benefits:** All other employee benefits are provided as outlined in the Shawnee Forward Employee Handbook, which will be provided upon acceptance. These include paid time off, paid holidays, professional development opportunities, a monthly cell phone reimbursement, and mileage reimbursement for approved business travel at the applicable federal rate.

**Reporting & Work Schedule:**

Full-time, primarily office-based in Shawnee, Oklahoma. Reports to the President & CEO or Designee. Duties and reporting relationships may be adjusted according to Shawnee Forward's organizational structure and needs.

**How to Apply:**

Submit a cover letter and resume to daniel@shawneeforward.com. Applications will be reviewed as received; the position is open until filled. Shawnee Forward is an equal opportunity employer.