



Operations Manager – Part Time

Approximately 20 hours per week

\$25–\$30 per hour, depending on experience

Potential to grow into a full-time position

Position Summary

The FRTC Operations Manager is a hands-on operational position responsible for ensuring the day-to-day operations of First Responder Trauma Counselors (FRTC) and First Responder Trauma Services (FRTS) are organized, coordinated, prepared, and running smoothly.

This position provides direct operational support to leadership and works across THE CENTER, educational programs, peer support initiatives, trainings, events, facilities, grounds, vehicles, communications, and general organizational operations.

The Operations Manager takes ownership of the practical details required to keep the organization moving. This includes coordinating schedules and logistics, setting up programs and trainings, preparing materials and spaces, maintaining organized systems, coordinating facility, grounds, and vehicle needs, communicating with participants and partners, and ensuring tasks are completed on time.

The ideal candidate is **highly organized, outgoing, approachable, dependable, and proactive**. This person must enjoy working with people while also being comfortable managing the behind-the-scenes details that make programs and operations successful. The successful candidate will be someone who recognizes what needs to be done, takes initiative, solves problems, and follows through without requiring constant direction.

This position is initially structured as a part-time role, with the potential to grow into a full-time position as organizational needs, programs, and operations continue to expand.

Operational & Administrative Support

- Provide day-to-day operational and administrative support to organizational leadership.
- Coordinate calendars, schedules, meetings, activities, deadlines, and logistics.
- Help establish and maintain organized administrative and operational systems.
- Coordinate projects and follow up on tasks to ensure they are completed on schedule.
- Maintain organized electronic and physical records and documentation.
- Coordinate purchasing, supplies, inventory, equipment, vendors, and service providers.

- Prepare spreadsheets, correspondence, presentations, forms, and other operational materials as needed.
- Assist with phones, scheduling, front desk coverage, tours, visitors, and deliveries when necessary.
- Coordinate with staff, contractors, vendors, instructors, volunteers, and others to ensure operational tasks are completed.
- Proactively identify operational needs and coordinate appropriate solutions.

Program Support

Assist with the setup, administration, coordination, and day-to-day operations of the National Peer Support Academy, Regional Multi Agency Peer Support program (RMAPS), and other FRTC/FRTS programs.

Responsibilities include:

- Coordinate registrations, scheduling, confirmations, and participant communications.
- Coordinate instructors, participants, locations, classrooms, equipment, and other logistics.
- Prepare student packets, rosters, certificates, training materials, signage, supplies, and resources.
- Set up and break down classrooms, training spaces, and program areas.
- Coordinate virtual and in-person program activities.
- Maintain organized participant and program records and databases.
- Assist with onboarding, offboarding, and updating program and team members.
- Coordinate travel, lodging, food, supplies, and other logistical requirements when applicable.
- Ensure operational details are completed before, during, and following programs.
- Provide general administrative and operational support necessary for successful program delivery.

Training, Workshops & Special Events

- Coordinate FRTC/FRTS workshops, conferences, trainings, meetings, educational programs, and special events.
- Coordinate registrations, attendee communications, venues, schedules, supplies, equipment, food, and materials.
- Prepare spaces and materials before events and coordinate breakdown and organization afterward.
- Coordinate continuing education documentation and participant records when applicable.
- Assist with event announcements, invitations, promotional materials, and communications.

- Attend and provide operational support at organizational events when needed.

THE CENTER, Grounds & Vehicle Operations

Help ensure THE CENTER, its grounds, organizational vehicles, equipment, and physical resources remain maintained, organized, professional, welcoming, and operationally ready.

- Coordinate facility maintenance, repairs, inspections, and service needs.
- Monitor THE CENTER for maintenance and operational needs and coordinate appropriate services.
- Coordinate general grounds maintenance and appearance, including landscaping, seasonal upkeep, snow removal, and outside vendors as needed.
- Coordinate organizational vehicle maintenance, including scheduling oil changes, routine maintenance, repairs, tire service, inspections, detailing, and other necessary services.
- Maintain vehicle maintenance schedules and records and proactively identify upcoming service needs.
- Coordinate vehicle availability and scheduling for programs, trainings, events, and other organizational business.
- Coordinate equipment maintenance and service needs.
- Maintain supplies, inventory, client comfort items, organizational merchandise, and operational materials.
- Assist with setup and breakdown of Vibroacoustic Therapy, Neurofeedback, and other program equipment as needed.
- Coordinate operational needs associated with beekeeping, outdoor programs, and other activities occurring at THE CENTER.
- Ensure meeting, counseling, training, and event spaces are appropriately prepared and returned to operational readiness following use.
- Coordinate vendors, contractors, deliveries, visitors, and tours at THE CENTER.
- Proactively identify facility, grounds, vehicle, equipment, or supply needs and coordinate appropriate action before they interfere with operations.

Communications & Community Interaction

- Serve as a friendly, outgoing, and professional point of contact for agencies, participants, instructors, volunteers, vendors, community partners, and visitors.
- Respond to general inquiries and route requests appropriately.
- Assist with newsletters, social media, website updates, program announcements, and organizational communications as needed.
- Assist with community outreach and public education activities.
- Represent FRTC/FRTS professionally at meetings, trainings, conferences, and community events when requested.

- Help ensure participants, agency partners, and community stakeholders receive timely and professional communication.

Technology & Organizational Systems

Strong proficiency with Google Workspace is required, particularly Google Drive, Docs, Sheets, Forms, Calendar, and Gmail and Canva.

The Operations Manager must also be comfortable learning and using additional organizational systems and technology, including Zoom, DocuSign, Microsoft Office, databases, scheduling systems, and other platforms used by FRTC/FRTS.

While strong technology skills are required, this position is primarily focused on **operations, coordination, organization, communication, logistics, and execution**.

Required Skills & Attributes

- Exceptional organizational skills and attention to detail.
- Outgoing, personable, approachable, and comfortable engaging with people.
- Strong written and verbal communication skills.
- Strong follow-through and ability to see tasks through to completion.
- Ability to independently recognize what needs to be done and take appropriate action.
- Ability to coordinate multiple priorities, projects, programs, and schedules simultaneously.
- Flexible and able to shift priorities as organizational needs change.
- Resourceful, practical, and solution-oriented.
- Comfortable taking ownership of operational responsibilities.
- Able to work independently while collaborating effectively with leadership and staff.
- Professional and comfortable interacting with first responders, clinicians, community partners, vendors, volunteers, and the public.
- Able to remain calm and effective in a fast-moving environment.
- Ability to maintain confidentiality and professionalism.
- Dependable and willing to assist wherever needed to keep organizational operations running smoothly.
- Comfortable using social media platforms for organizational communications, including creating and posting basic content, reels, event announcements, and promotional materials as needed.
- Ability to create professional flyers and simple promotional materials using Canva

Experience & Qualifications

- Prior experience in operations, administration, office management, program coordination, event coordination, project coordination, or a related position preferred.

- Strong Google Workspace skills required.
- Experience coordinating trainings, conferences, academies, educational programs, or events preferred.
- Experience working within public safety, behavioral health, healthcare, nonprofit, or emergency services environments preferred but not required.
- Bachelor's degree preferred; equivalent professional experience may be substituted.
- Valid clean driver's license and reliable transportation required.
- Knowledge of first responder culture preferred.

Schedule

This is a **part-time position averaging approximately 20 hours per week, with the potential to grow into a full-time position as organizational and operational needs evolve.**

Work will generally occur **Monday through Friday between 9:00 a.m. and 5:00 p.m. Specific days and hours will vary based on business and operational needs.** This is not a fixed daily schedule.

The Operations Manager must have flexibility within normal business hours to accommodate programs, trainings, meetings, maintenance appointments, events, deliveries, and other organizational needs.

Occasional work outside normal business hours may be required for trainings, conferences, special events, or other organizational activities.

As FRTC/FRTS continues to grow, this position may expand in both hours and responsibilities, providing an opportunity for the successful candidate to grow with the organization.

Compensation

\$25–\$30 per hour, depending on experience and qualifications.

At approximately 20 hours per week, this represents annualized compensation of approximately **\$26,000–\$31,200.**

Physical Requirements

This position includes both administrative and hands-on operational responsibilities. The employee will regularly move throughout THE CENTER and may assist with setting up and breaking down classrooms, meetings, events, program spaces, equipment, and supplies.

The employee may occasionally be required to lift or carry materials weighing up to approximately 30 pounds and may work outdoors when assisting with grounds, vehicles, beekeeping, events, or other organizational activities.

Other Duties

This job description is not intended to be an exhaustive list of all duties and responsibilities associated with the position. Responsibilities may change as organizational and operational needs evolve.

The Operations Manager may perform other duties as assigned or reasonably necessary to support the successful operations of FRTC/FRTS.

First Responder Trauma Counselors is an Equal Opportunity Employer.

HOW TO APPLY

Interested applicants should send a resume and brief cover letter to:

First Responder Trauma Counselors

 Email: training@911overwatch.org

 Phone: (970) 222-4193

 Website: www.911Overwatch.org

We look forward to hearing from you!

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