



NEW ENGLAND
YEARLY MEETING
— OF FRIENDS —
QUAKERS

Job Description

Office Manager/Operations Assistant

Primary function

The Operation Assistant acts as the assistant to the Director of Operations as well as being the public face of the NEYM office. This is a regular (year-round) part-time hourly position averaging 24 hours per week, with additional hours at the time of Annual Sessions (late July-early August). Because of the nature of this role, some tasks are ongoing while others are seasonal. They are divided as such below to give a better sense of the year.

Hours and Work Site

Work will be done from a remote/home office with internet and phone access. The Operation Assistant is expected to attend in-person staff workdays in Worcester, MA and other meetings as required, and to be appropriately accessible by phone, video and email during the remainder of scheduled work hours. Except as required to conduct primary duties, the work schedule is flexible. The Operation Assistant is expected to be on site throughout NEYM Annual Sessions, during which the work will be at least 40 hours a week. Some occasional night and weekend hours are part of this role.

Supervision & Oversight

The Operations Assistant is directly supervised by the Operations Director and works closely with other staff & volunteer leadership as needed.

Qualifications

A qualified candidate will possess strong administrative, clerical, proofreading, copyediting, computer and communication skills, experience using a database, and facility with Microsoft

Office, including Excel. An ideal candidate would also have basic layout skills using graphic design software (Adobe Creative Suite).

Unless a computer has been provided by NEYM, an applicant must have his/her own computer capable of running Adobe InDesign and photo management tools, access to high-speed internet and reliable telephone service.

Candidates need keen attention to detail and be able both to closely follow direction and take initiative to work independently when needed. Because of the nature of this work, it is important the Operation Assistant develop a clear sense of what work can be handled by them, and when an issue needs to be forwarded on to other staff. An ability to maintain a grounded perspective under pressure is key. Preference may be given to an active member of the Religious Society of Friends (Quakers).

Functions & Tasks

Core Duties

- Serve as the “front desk” for the Yearly Meeting, monitoring the main phone number and general email account.
- Respond to common questions and referring questions to others (staff and volunteers) as needed.
- Nurture a positive, listening, and relational presence with those seeking to contact the Yearly Meeting.
- Work with the Operations Director to ensure reports provide accurate and relevant information to inform decisionmakers and others in their service.
- With guidance from the Operations Director, organize and maintain shared electronic files using Google Drive.
- Maintain data, including current information on local meetings, committees, and events on neym.org, and serve as the editor of neym.org, including the public events calendar on neym.org.
- Proactively update and maintain the NEYM online Google calendar
- Promptly and meaningfully acknowledge financial gifts with donation receipts and write thank-you notes.

Other On-going Work

- Update the Yearly Meeting database, including committee service roles, local meeting contacts, and donor data.

- Provide information from the database in response to appropriate requests and run database reports for key stakeholders as needed.
- Work with appropriate staff to organize, secure and maintain the physical files in the yearly meeting office.
- Coordinate response to major gifts with YM Secretary.
- Collect, sort, and process or distribute (to relevant recipients) office mail on work days.
- Manage and maintain office supply inventory and durable equipment (office furniture, etc.)
- Encourage and contribute to a responsive, flexible, prayerful & effective staff team, building up the Quaker movement in New England.
- Set up, coordinate, and manage the onsite NEYM office during Annual Sessions.
- Recruit and coordinate volunteers to support the work of the office and other operational tasks.
- Collaborate with other staff to improve and sustain high-quality training and onboarding processes for using NEYM systems and tools.

Copyediting and Publications

- Coordinate, compile, copyedit, and publish the annual Statistical and State of Society reports, and other publications as assigned.
- Assist with production, copyediting, and publication of other documents as assigned
- Work with relevant content providers and stakeholders to prepare and send print and electronic bulk mailings.
- Coordinate copy editing, layout, printing and distribution for NEYM publications, including NEYM Minutes, development appeals, newsletters, and others as assigned.
- Other duties as assigned.

Seasonal or Occasional Work

- Assist in the scheduling of in-person or online meetings.
- As assigned, create and manage registration for NEYM events (workshops, retreats, trainings).
- Provide administrative support to NEYM volunteer leadership, including Coordinating & Advisory, clerks of committees/resource groups/working group as assigned, consistent with planning and prioritization.
- Attend such meetings & events as assigned in consultation w/ supervisor
- Manage NEYM's inventory of print publications and other inventory/merchandise and ensure fulfillment of orders, in cooperation with Accounts Manager (for financial aspects of sales, etc.)

- Act as Registrar for one day events as assigned, including producing name badges, tracking registrations, building registration pages, etc.
- Other duties as assigned.

Compensation and Benefits

This is an hourly (non-exempt) position, and so is eligible for overtime when more than 40 hours of work are required within the same week. The hourly rate begins at a base of \$22/hour, with some upward flexibility depending on experience. This position also receives pro-rated vacation and paid time off for holidays and a spiritual retreat annually, as well as an annual employer contribution to a retirement plan of 10% of annual wages with no requirement for an employee match, a Section 125 Flexible Spending Account and other benefits.

Accountability

As described above, this position reports to the Operations Director. The Operations Assistant is expected to maintain familiarity with the NEYM policies (including Personnel, Data Privacy and Protection, Records Retention, etc.). You will be expected to submit expense requests, reimbursements, project reports, and time logs in a timely fashion, consistent with NEYM practices.

In consultation with the Operations Director and Yearly Meeting Secretary, we encourage and expect you to create & implement annual professional development & spiritual nurture goals for the coming year. You will participate in performance appraisals as scheduled. As appropriate, you are encouraged to seek ongoing spiritual & emotional care from a support committee.