



Down Syndrome Achievement Centers
educate. inspire. believe.

Operations Manager

Founded in 2003, GiGi's Playhouse Inc.'s mission is to increase positive awareness of Down syndrome through national campaigns, educational programs, and by empowering individuals with Down Syndrome, their families and the community. All Programs are free and are therapeutic in nature. Each program is designed to work on specific skill development, including speech and language, socialization and fine and gross motor skills. GiGi's Playhouse currently has over 49 locations across North America and growing by several locations annually.

Job Description

As representatives of GiGi's Playhouse, it is essential all employees display a pleasant and professional personal presence, most importantly an exceptional disposition to interact directly with individuals with Down syndrome and their families. The Operations Manager is a goal-oriented, conscientious individual who uses sound judgment and effective analytical skills to manage all administrative and operational aspects of the local playhouse including: Overall office management, donation processing and data management, execution of marketing communications, and supporting a smoothly running facility. All staff members are the face of GiGi's Playhouse and play an essential role representing GiGi's to families, volunteers, donors, and community members. To be successful, the Operations Manager will gain guidance from, and collaborate with the host of subject matter experts from the GiGi's National Office in the areas of Operations, Volunteer Management, Marketing and Events.

Reports To: Site Director of local GiGi's Playhouse Cleveland

Essential Job Functions:

- Administrative / Office Management
 - Responsible for the overall facility and smooth operation of the Playhouse
 - Maintain the physical appearance of the Playhouse; ensure a welcoming, clean, and safe environment for families and donors.
 - Manage basic office organization, including ordering inventory, office and program supplies
 - Maintain computer, copier, security and all electronic equipment, scheduling repairs as necessary
 - Manage direct interactions with visitors and front of house activities
 - Answer phones, respond promptly and professionally to all phone, e-mail and web inquiries
 - Greet and connect with all visitors to the Playhouse, including families, volunteers and donors
 - Schedule appointments with visitors to the Playhouse.
 - Collect and sort mail
 - Assist Program Leaders and Volunteers with administrative needs as requested
 - Ability to work collaboratively and professionally with national office staff, board members, committee members, volunteers, families, and donors.
- Donation Processing and Data Management
 - Track all incoming monies (receipts, secure collection deposits, etc.) per required processes, in collaboration with centralized bookkeeper and Treasurer
 - Process donations and registrations for all events
 - Data management: Enter and manage all family, program, and volunteer data into Salesforce, including timely reporting, editing, data cleanup, and maintenance

- Set up all program enrollment, tutor/student matching and ensure all program outcomes are properly documented, in collaboration with program leads
 - Manage program RSVPs
- Volunteer Management & Support
 - Communicate and follow-up with volunteers to help ensure all events, programs, and activities are fully supported for the needs of the Playhouse
 - Assist with recruitment of new volunteers to ensure the Playhouse is continually supported for all events and other Playhouse needs.
 - Conduct all background checks and obtain and record all forms and documentation as necessary.
- Marketing and Communications Execution
 - Maintain online Playhouse calendar of programs and events
 - Create promotional flyers and graphics for local Playhouse events using Canva
 - Execute e-newsletters by collecting content and direction from other staff and volunteers, and inserting and formatting into the newsletter tool, send to the appropriate lists
 - Continually update local website pages to ensure they reflect current happenings
 - Support social media execution and engagement
 - Send out any required new parent celebration packets, marketing materials, sponsor packets, etc.
- Stewardship
 - Create and maintain a Playhouse wish list
 - Assist with all local and regional fundraisers as needed
 - Leverage database to process event-related donations, registrations, etc.
 - Ensure all donor acknowledgements processed are on a timely basis
- Relationship with National Office and Local Board of Managers
 - Attend monthly Operations calls and respond appropriately to network-wide requirements from the National Office
 - Assist with preparation of monthly Playhouse Impact Report and share with National Office and local Board
 - Follow all national guidelines and policies as outlined in the Operations, Volunteer and Human Resources manuals
 - Communicate effectively with the local Board of Managers so they are apprised of Playhouse activities, needs and concerns
 - Ability to work within budget limitations

Competencies

- **Teamwork**: Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.
- **Written and oral communication**: Ability to express ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- **Problem Solving**: identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; ability to be creative, open minded and flexible; works well in group problem solving situations; uses reason even when dealing with emotional topics
- **Professionalism**: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality Management**: Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Planning/Organizing**: Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic

action plans.

- **Customer Service:** Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Initiative and Work Ethic:** Volunteers readily; Seeks increased responsibilities; Takes independent actions and calculated risks; possesses a strong willingness to work hard and sometimes long hours to get the job done. Has a track record of working hard.
- **Technical Skills:** Assess own strengths and weaknesses; strives to continuously build knowledge and skills related to technical tools.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** At least two to four years related experience and/or training; or equivalent combination of education and experience.
- **Language Skills:** Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to families, donors, volunteers, and board members of the organization.
- **Mathematical Skills:** Ability to add, subtract, two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.
- **Computer Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook) Proficiency in social media platforms: Instagram, Twitter, Linked In and Facebook. Ability to work proficiently in a database program (Salesforce) to manage interactions and transactions with all individuals who interface with this location, including donations, volunteer hours, program participation, etc.
- **Certificates, Licenses, Registrations:** Not Applicable
- **Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.
- **Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

GiGi's Playhouse Core Values: GiGi's challenges all staff and volunteers to embody the following core values:

- **Enthusiasm:** Bringing positive, high energy to our work
- **Best of All:** Always looking to improve in all that we do. Challenge yourself every day.
- **Get It Done:** Making things happen and blasting through barriers when needed; figure it out together.
- **Believe:** Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve

- Locally Concerned, Enterprise Minded: To best serve our local communities, we share best practices and have the humility to leverage the collective learnings from across the GiGi's network.

The job duties listed in this job description may not be inclusive of all requirements of this position. Other duties may be assigned by your supervisor.

ACKNOWLEDGED:

Employee Signature

Date

Print Name