



Fargo, ND

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## Operations Manager Job Description – Fargo, ND

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Founded in 2003, GiGi's Playhouse Inc.'s mission is to change the way the world views 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 one of our programs is designed to work on specific skill development, including speech and language, literacy, socialization, and fine and gross motor skills. GiGi's Playhouse currently has over 57+ locations across North America and is growing by several locations annually.

**Location:** Fargo, ND

**Category:** Staff

**Employment Status:** Full-time, some evenings and weekends

**Salary:** Depending on Experience

**Benefits:** Yes

**Position Start Date:** ASAP

### **Job Description**

The Operations Manager is a goal-orientated, conscientious individual who uses sound judgment and effective analytical skills to manage all administrative and operational aspects of GiGi's Playhouse Fargo. Operational aspects include office management, coordinating and managing non-program volunteers, delivering internal/external communications, assisting with event support and ensuring all national processes and policies are executed appropriately at local level. 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. This includes planning, directing, coordinating, and executing operational activities with the support of other staff.

**Reports To:** Executive Director of GiGi's Playhouse Fargo

### **Minimum Qualifications**

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

1. Education and/or Experience: Bachelor's degree preferred; or related experience and/or training; or equivalent combination of education and experience in social services, non-profit, education and/or a related field.
2. Preferred experience and knowledge or a passion for working with special needs populations.
3. Experience and knowledge of working in management roles.
4. Strong writing, editorial and communication skills.
5. Strong computer and technology skills. (Microsoft Office, Adobe Suite, Facebook, Instagram, etc.)
6. Experience with Salesforce a plus.
7. Strong time management and organizational skills.
8. Ability to problem-solve, be creative, open-minded, resourceful, and flexible.

9. Successfully complete the required background checks.
10. First Aid training and CPR Certificate (may be obtained within 90 days of hire).

### **Position Responsibilities**

Overall office management, coordinating and managing non-programming volunteers, delivering internal and external communications, database management, marketing/branding support and event support. Other duties as assigned.

### **Position Goal**

To run playhouse operations successfully, complete all donation and data management, support program operations, focus on participant and family retention, increase and maintain volunteer retention, and support ED in overall strategic planning goals.

### **Operations Management**

- Responsible for the overall facility and smooth daily operation of the Playhouse.
- Maintain the physical appearance of the Playhouse; ensure a welcoming, warm, clean, and safe environment for families and donors.
- Respond promptly and professionally to all phone, e-mail, and web inquiries.
- Greet and connect with all guests to the Playhouse, including families, volunteers, and donors.
- Maintain and collaborate with Executive Director and Program Coordinator to enter information into the Playhouse database (Salesforce) ensuring the information is current.
- Manage all Playhouse reports in Salesforce.
- Manage all aspects of online registration and donations for fundraising events, including event creation, ticket sales, registration, and donation processing.
- Manage basic office organization, including ordering inventory, office equipment and program supplies.
- Maintain computer, copier, security and all other electronic equipment, schedule repairs as necessary.
- Maintain facility and schedule repairs as necessary.
- Create and maintain Playhouse wish list in collaboration with Coordinators.
- Leverage database (Salesforce & One Cause) to process event related donations, registrations, etc.
- Ensure all donor acknowledgements are processed on a timely basis.
- Ability to work collaboratively and professionally with national office staff, board members, committee members, volunteers, families, and donors.
- Recruit, train, manage and oversee volunteers for general Playhouse duties and events.
- Assign volunteers training tracks in Learning Management System (LMS) and follow up to ensure training completion.
- Work within provided budget parameters.
- Manage maintenance for calendar, WordPress and website.

### **Marketing & Communications**

- Partner with Executive Director to create and follow best practices for all communications that align with brand awareness.
- Ensure the GiGi's mission and messaging is distributed throughout all communications.
- Develop and execute monthly e-newsletter.
- Update all social media outlets including Facebook, Instagram, and Twitter.
- In collaboration with the Executive Director, execute marketing and communications for fundraising events.

- Update the local website and social media platforms to ensure they reflect brand standards, provide inspirational and relevant content to reflect Playhouse events and activities.
- Maintain online Playhouse calendar of programs and events.
- Work with staff and volunteers to ensure awareness materials, activity books, etc. are stocked and distributed as needed.
- Work with staff and volunteers to create promotional flyers for local Playhouse events, programs, and activities.
- Continually gather stories and pictures of Playhouse programs and activities to effectively demonstrate impact in marketing and development activities.
- Support Executive Director in growing local community awareness through presentations, emails, and press releases.

### **Relationship with National Office and local Board of Managers**

- Liaise with Board members; effectively communicate on Playhouse activities, needs and concerns.
- Attend national trainings and calls and respond professionally to network-wide requirements from the National Office.
- Follow all national and local guidelines and policies as outlined in the Operations, Programs, Finance and Human Resources manuals and Standards of Execution.

### **Skills & Abilities**

- **Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports success of team above own interests; Able to build morale and group commitments to goals and objectives.
- **Written and oral communication:** Ability to express ideas and thoughts verbally and written; Exhibits good listening and comprehension; Uses clear communication methods to keep others informed.
- **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:** Implements strategies to improve and promote quality; Demonstrates accuracy and thoroughness of all job duties as assigned.
- **Planning/Organizing:** Prioritizes work activities; Uses time efficiently; Plans for additional resources; Develop goals, objectives, and action plans.
- **Computer Skills:** Proficient with Microsoft Office (Word, Excel, PowerPoint, and Outlook), social media platforms (Instagram, Twitter, Linked In, and Facebook), database programs (Salesforce) to manage interactions and transactions with all individuals who interface with this location, including donations, volunteer hours, program participation, etc.
- Self-assessment to continuously build knowledge and skills related to technical tools.

### **GiGi's Playhouse 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.
- **Believe:** Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve

- Locally Concerned, Enterprise Minded: Bringing our Best of All to our local playhouse while being mindful of how our work affects GiGi's broader network.

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