



Operations Manager-Full Time

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 50 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, coordinating and managing non-program volunteers, delivering internal and external communications, assisting with event support and ensuring all national processes and policies are executed appropriately at the 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.

Reports To: Executive Director

Essential Job Functions:

- **Administrative / Office Management**
 - 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
 - Maintain the physical appearance of the Playhouse; ensure a welcoming, clean, and safe environment for families and donors.
 - Enter information into the Playhouse database and ensure database is current
 - Manage basic office organization, including ordering inventory, office and program supplies
 - Maintain computer, copier, security and all electronic equipment, scheduling repairs as necessary
 - Track all incoming monies (receipts, secure collection deposits, etc.) in collaboration with centralized bookkeeper and Treasurer
 - Schedule appointments with visitors to the Playhouse.
 - 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.
- **Volunteer Management and Programs**
 - Conduct background checks as needed on new volunteers
 - Assist with volunteer appreciation events

- Marketing and Communications
 - Create promotional flyers for local Playhouse events
 - Develop weekly e-newsletter, gathering stories and pictures per the required format/ template
 - Update local website and Facebook page
 - Send out any required new parent celebration packets
 - Submit all ZenDesk tickets on behalf of the Playhouse
- 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 on a timely basis
- Relationship with National Office and Local Board of Managers
 - Attend monthly Playhouse Staff calls and respond appropriately to network-wide requirements from the National Office
 - Follow all national guidelines and policies as outlined in the Operations, 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 set forth by Board managers.

Competencies

- **Team Work:** 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.
- **Technical Skills:** Assesses 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: Bachelor's degree from four-year college or university; or 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 correspondences and memos. Ability to write simple correspondences. 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, LinkedIn 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.
- **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.
- **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 the broader GiGi's network.