



## **Job Title: Operations Manager**

### **About Organization**

Christopher Street West (CSW), a 501(c)3 non-profit, organized the world's first permitted parade advocating for gay rights on June 28, 1970, as a response to and in commemoration of the Stonewall Rebellion on Christopher Street in New York City the year prior. Since then, we have built a rich history as an active voice for the LGBTQ+ community across the Greater Los Angeles metropolitan area. Today, we continue to produce the globally-recognized LA Pride Parade and Festival every June in the City of West Hollywood. We also organize a number of events throughout the year with our nonprofit, philanthropic, community, and corporate partners. Visit [lapride.org](http://lapride.org) for more information.

### **Position Summary**

CSW/LA Pride is seeking a strategic and dynamic Operations Manager to oversee day-to-day management of the CSW/LA Pride office. Drives non-profit operations to continuously improve and deliver high-quality operations - ensuring Executive Director is able to focus on fundraising, community outreach, and implementing the strategic plan set forth by the Board of Directors. The Manager will partner closely with stakeholders across the organization and vendors, fostering collaboration between the fundraising, operations, special events, and programs. The ideal candidate will be a strategic thinker, an excellent people and project manager and have a successful track record of improving processes and systems. The Operations Manager reports directly to the Executive Director.

### **Primary Duties and Responsibilities**

- Serve as a subject matter expert in operations including data management and reporting, finance (AP/AR), technology, and event production.
- Conduct operational internal reviews of systems and procedures to recognize areas of strength, identify areas for improvement and share best practices.
- Identify, codify and ensure implementation of best practices.

- Adaptive management style - effective managing across lines of difference, strong communicator (written and oral) who can influence and motivate peers and vendors.
- A flexible thinker and strategic problem-solver who understands the big picture and necessary steps to drive towards positive outcomes.
- Work with Salesforce Developer to fully integrate salesforce services to the organization; troubleshoot issues and maintain current salesforce data/records; train and onboard staff and outside contractors on salesforce platform.
- Oversight of finance (contractor); including tracking and follow up of live check, manual credit/ACH reporting, reconciliation and variance reporting.
- Support and collaborate with Director of Development to maintain donor and sponsor relationships; invoicing and reconciliation, and stewardship reports.
- Ensure optimal customer service is being provided to supporters and volunteers.
- Manage and monitor incoming operational inquiries, not limited to general public cases, via Salesforce CRM platform.
- Assist Marketing/Communications with reports and website updates.
- Assist with managing on-site event operations during LA Pride Festival/Parade and other special events.
- With guidance from the Executive Director, assist Board of Directors and Community Advisory Board to develop and implement strategic initiatives.
- Conduct qualitative and quantitative data analyses on initiatives, programs, and events.
- Develop system to track and report grants and scholarships.
- Coordinates with Executive Director, landlord(s), and property management on lease agreements/addendums and facility maintenance to ensure compliance with regulations to include health and safety codes.
- Represent the organization in the community as appropriate.
- Other duties as assigned.

## **Qualifications**

- Minimum five years' experience with non-profit, special event or production operations management.
- Demonstrated working knowledge of areas database management, operational systems, and project management.
- Proven track record in planning and achieving short- and long-term goals and creating a plan outlining activity.
- Exceptional interpersonal and influencing skills, tact and diplomacy with the ability to develop and maintain cooperative and successful working relationships with volunteers and staff.
- Demonstrated ability to think strategically and creatively to ensure operational efficacies.
- Excellent customer service.

- Excellent verbal and written communication skills.
- Political, analytical and negotiation skills. Sound judgment and superior problem-solving ability.
- Integrity and fiscal accountability.
- Must be willing and available to work evenings and weekends according to event-related scheduling.
- Experience working with Salesforce, RaiserEdge or other fundraising platforms.
- Bachelor of Arts required, graduate degree strongly preferred.

### **Compensation**

Commensurate with experience; compensation package includes health (employee company paid medical / HMO), paid vacation, personal, and holiday days.

Salary Range: DOE annually, dependent on experience.

### **How to Apply**

To be considered, submit a cover letter and resume to [Employment@LAPride.org](mailto:Employment@LAPride.org).

CSW/LA Pride is an Equal Opportunity Employer.

Salary Range: \$55,000 - \$70,000 annually, dependent on experience.