



Position Description: Office Operations Manager

ABOUT OIGC:

The Oakland Interfaith Gospel Choir (OIGC), a nonprofit 501(c)(3) arts organization, was born out of a gospel music workshop led by the exuberant Terrance Kelly at Living Jazz's Jazz Camp West in 1986. OIGC became an independent nonprofit organization in 1991. Since then, the award-winning choir's exquisite harmonies and stirring gospel repertoire have led to performances with a wide variety of esteemed groups, such as the *Five Blind Boys of Alabama*, and the *Duke Ellington Orchestra*. The Choir also appears on Grammy-winning albums by Linda Ronstadt, MC Hammer, Tramaine Hawkins, and others. In 2022, OIGC acquired the Oakland Youth Chorus. Now boasting a total of eight choirs under our administrative umbrella, OIGC has become a force for creating positive community through music for people of all ages. Visit www.oigc.org for more information.

Our staff team is committed to a people-first culture of partnership, clear communication, and trust; our organization is led by a proactive board of singers and community members committed to governance best practices and the necessary strategic work to lead us into the future. The self-directed individual who excels in this role will become a critical part of a dedicated team and a beautiful organization with big dreams!

ABOUT THE ROLE:

This role will support the mission-focused work of OIGC through proactive oversight of operational and administrative responsibilities, and support of the Executive Director. The Office Operations Manager will organize and coordinate office administration and procedures in order to ensure organizational effectiveness, efficiency, and safety. They are responsible for developing and implementing intra-office communication protocols, knowledge management processes, streamlining administrative procedures, supply management, and effective task delegation including among limited intern and volunteers. An energetic professional who enjoys handling a range of administrative and executive support tasks will be able to work independently toward success in this position. Well-organized and flexible, this person is a critical team member of our small, diverse, non-profit office.

This position will work with IT and other staff to maintain clear and consistent database records, and as such the successful applicant will be experienced with technology, and comfortable inputting and maintaining data. In addition to supporting maintenance of the organizational calendars, scheduling and reporting support needs may arise from the Artistic and Executive Directors, as well as Committee work. This position supports leadership through creating/reviewing reports, research, and summarizing information. Interacting with all OIGC staff, the Office Operations Manager will work in partnership with the Executive Director to ensure operational and organization deadlines are tracked and met in support of our Mission.

SKILLS:

- Managing processes
- Supplies/Inventory management
- Tracking budget expenses
- Clear communication
- Developing standards
- Delegation/supervision
- Promoting process improvement
- Reporting skills
- Technology systems fluency
- MSFT Office365
- Customer Relationship Management database
Dynamics preferred
- Member/Donor relations

PRIMARY DUTIES:

- Day-to-day operations, including but not limited to physical/electronic mail, correspondence creation/distribution, physical/electronic file maintenance, responding to/redirecting general inquiries, oversight of VOIP phone system, etc.
- Maintains office services and systems by organizing operations and procedures, designing filing systems, supply requisitions, and assigning/monitoring clerical functions.
- Implements policies by establishing and communicating standards and procedures, measuring results and making necessary adjustments; ensures historical reference by defining procedures for retention, retrieval, transfer, and disposal of records.
- Maintains office efficiency by planning and implementing physical systems, layouts, and equipment procurement.
- Completes operational requirements, including through effective delegation, following up to ensure results. Maintains results through coaching, counseling, and directing volunteers/interns, including planning, monitoring, and appraising work.
- Achieves financial objectives by supporting preparation of annual budget, scheduling expenditures, analyzing variances, and supporting corrective actions and accounts follow-up, as well as through supporting donor communications.
- Contributes to team effort by accomplishing related results as needed.



OAKLAND
INTERFAITH
GOSPEL CHOIR

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REQUIREMENTS:

- 5+ years operations/administration or related experience. Volunteer management experience a plus.
- Advanced computer skills, comfort with technology. Proficiency in Microsoft 365, Dynamics CRM strongly preferred.
- A passion for OIGC's mission, and deep understanding of our culture of inclusivity and diversity.
- Exemplary customer service when working with varied constituents.
- Commitment to attention to detail and strong analytical skills.
- A proven track record of managing and prioritizing simultaneous projects.
- Proactive, can-do attitude. Team-player, with the ability to respond quickly to requests.
- Well-honed emotional intelligence and interpersonal skills—written, verbal and active listening.
- Confidence to represent the organization to a variety of constituents.
- Ability to lift up to 40 pounds.

ANTICIPATED TIME COMMITMENT: Full Time (40 hours per week), majority in-person* at Preservation Park, Oakland, CA.

**Potential for limited remote work using cloud-based software; some scheduling flexibility available.*

COMPENSATION: \$64,500-74,500, plus benefits, plus bonus potential for achieving mutually defined targets.

REPORTING RELATIONSHIP: This position will report to the Executive Director and serves at the pleasure of the Board of Directors.

TO APPLY: If you feel you are an excellent candidate, please send a detailed cover letter and resume to maren@oigc.org.