



JOB DESCRIPTION

Job Title: Operations Coordinator
Reports to: Executive Director
FLSA Status: Full time/non-exempt
Schedule: M-F, 9 AM - 5 PM + occasional weekends
Supervises: Volunteer staff

POSITION SUMMARY:

The Operations Coordinator serves as the first point of contact for office visitors and addresses history and preservation-related inquiries, completing program/event registrations, and transactions. They coordinate the organization's correspondence, calendars, data, and archival systems. The Operations Coordinator also serves as the lead staff liaison for HWF's educational programs facilitated through the Education Committee and Plaque Committee, including Tar Heels Go Walking field trips, historic plaques, walking tours, and Preservation Resources Network.

ESSENTIAL DUTIES:

Administrative Support

- Staff the HWF headquarters reception desk to welcome and assist office visitors and callers with history and preservation-related inquiries, program registration, and/or connect with appropriate staff members (with the assistance of reception volunteers).
- Manage and maintain shared office spaces and supplies, including meeting rooms, kitchen, supply storage; perform inventory and order office supplies.
- Open and sort mail; prepare organizational correspondence including bulk mailings.
- Complete routine and basic bookkeeping tasks, such as preparing bank deposits, preparing invoices, managing accounts payable, and completing expense reports.
- Coordinate organizational and executive director's calendars, schedule meetings as necessary.
- Prepare organizational documents, including meeting agendas, minutes, and meeting notices.
- Facilitate a robust reception volunteer program, including soliciting volunteers, training volunteers using an office handbook, and planning quarterly volunteer enrichment opportunities.
- Serve as the lead staff member in executing HWF's Technology Policy; ensure organization's technology is properly utilizing cloud-based server, password manager, and antivirus software. Troubleshoot minor technology errors.
- Ensure regular maintenance tasks are performed on the HQ building, including (but not limited to) light cleaning, air filters, smoke and carbon monoxide detectors.

Educational Programs

- Lead the organization's Tar Heels Go Walking field trips for New Hanover County third graders, including training volunteer guides, collaborating with partners to schedule field trips, maintaining field trip equipment (including Whisper electronic headsets), and drafting field trip curriculum. Serve as the field trip guide as needed.

- Facilitate HWF's plaque program by leading pre-application meetings with plaque applicants, reviewing submitted applications for completeness and accuracy, facilitating review of application during Plaque Committee meetings, and collaborating with New Hanover County Public Library to ensure Port City Architecture database is accurate and current.
- Develop and lead history and architecture walking tours in the region's historic districts with a focus on building collaborative tours with like-minded organizations and highlighting diverse histories.
- Maintain an online Preservation Resources Network database of preservation professionals that adhere to Secretary of Interior's Standards.

Data Systems & Archives

- Maintain and develop written guidelines for data entry processes and ensure record consistency across systems.
- Proactively monitor data quality, identify problems, and reduce data entry errors and record duplication.
- Develop and execute written data entry protocols/processes for entering and updating records in donor database; accurately process all incoming funds within donor database (memberships, donations, sponsorships, and event registrations).
- Create event/program registration forms and their associated communications; collaborate with the Development Officer to create event/program communications.
- Ensure record consistency across systems by reconciling donor databases with financial reports and points-of-sale.
- Maintain an organized and effective cloud-based server and physical archives according to subjects; maintain reasonable and logical filing scaffolding.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Passion for the mission, vision, and values of the Historic Wilmington Foundation
- Commitment to HWF's Diversity, Equity, and Inclusion Policy
- Experience researching and interpreting primary and secondary sources; familiarity with local, state, and national history; knowledge of major architectural styles
- Excellent verbal and written communication skills, and proven ability to communicate with customers and volunteers in a clear and professional manner
- Proficiency in data entry
- Excellent organizational skills and ability to multitask
- Proven experience and proficiency in their ability to work under pressure with constant interruptions while maintaining a professional, collaborative, positive attitude and providing exemplary customer service
- Ability to learn quickly and ask questions when something is unclear
- Strong proficiency in Microsoft Office Suite, Google Workspace, Zoom, customer relationship management systems, Ancestry.com, and Newspapers.com
- Ability to work occasional nights and weekends

EDUCATION and/or EXPERIENCE:

- Previous experience serving with non-profit organizations, preferred
- Associate's and/or bachelor's degree, preferred
- Education and/or experience in historic preservation best practices, laws, and regulations, preferred; willingness to learn and/or pursue further training as needed

PHYSICAL DEMANDS:

- Sitting for extended periods of time
- Use of computer for extended periods of time
- Ability to lead tours up to 1.5 miles in length through a variety of weather conditions