



Operations Manager

Summary of Position

The Operations Manager plays a central operational role at The Current, overseeing administrative systems, financial coordination, grant support, database management, compliance, and internal processes to ensure smooth and effective daily operations.

This position serves as the organizational hub for office operations, finance tracking, insurance coordination, Salesforce reporting, grant tracking, sponsorship tracking, and board administration. The Operations Manager works closely with the Executive Director and Deputy Director to implement systems that support staff, programs, and fundraising efforts.

The role requires exceptional organizational skills, accuracy, discretion, initiative, and the ability to manage multiple priorities with professionalism and good humor. The Operations Manager should have strong knowledge of and comfort with office fundamentals (bookkeeping, Salesforce, and Quickbooks entry), and be eager to serve as a welcoming face of the organization.

This is a full-time, exempt position based on a standard schedule of Monday through Friday, 9:00 a.m.–5:00 p.m. Regular in-person presence at The Current is required. The position also requires flexibility to work occasional evenings and weekends in support of exhibitions, public programs, special events, and the Annual Gala. The Current offers a competitive salary, along with a comprehensive benefits package, including paid combined time off and employer-supported benefits.

Salary: \$52,000

Duties & Responsibilities

The responsibilities of the Operations Manager span all areas of operations. These responsibilities are conducted in coordination with the Directors and include, but are not limited to:

Office and Operations Management

- Serve as primary point of contact for administrative operations and internal systems
- Maintain and manage organizational calendar and key internal deadlines

- Develop, maintain, and update internal policy and process documents
- Organize and manage office systems, supply inventory, and shared storage areas
- Oversee office purchasing and vendor coordination (utilities, copier, etc.)
- Coordinate onboarding logistics for new staff members including paperwork and keys
- Maintain organizational registrations and required filings (e.g., VT Secretary of State, Department of Labor, etc.)
- Serve as liaison with insurance providers, including certificates of insurance (COIs), renewals, and documentation requests
- Coordinate banking paperwork, including updates to signers and account documentation
- Maintain workers' compensation documentation and related compliance files
- Support all programming by fielding questions and filling in for education and gallery staff, as needed
- Ensure laptops and other office and event equipment is properly stored, charged, and accounted for

Financial and Accounting Coordination

- Prepare and submit receipts, bills, deposit forms, and documentation for the bookkeeper
- Assist with operational finance tracking and reconciliation
- Track restricted grant and sponsorship funds and reconcile periodically with the bookkeeper
- Maintain grant and sponsorship spend-down trackers
- Provide bookkeeper with required documentation for:
 - Sales tax reporting
 - Gala and special event summaries
 - 990 preparation and year-end reporting
- Ensure all grant-related expenses are properly coded and documented
- Monitor event and program budget tracking spreadsheets

Salesforce and Database Management

- Serve as primary Salesforce administrator
- Manage data imports, clean-up, and system integrity
- Create and maintain reports and dashboards for leadership, including:
 - Membership renewals and retention
 - Campaign tracking
 - Event revenue
- Donor segmentation and analytics
- Maintain database integrations (e.g., Mailchimp, GreaterGiving, Airtable)
- Replace spreadsheet-based systems with Salesforce reporting when appropriate
- Ensure data accuracy and routine reconciliation

Human Resources Administration

- Send, collect, and maintain new hire documentation
- Coordinate employee benefits enrollment paperwork, maintain records, and notify Bookkeeper of changes
- Maintain updated employee handbook and policy documentation
- Issue and track background checks, as needed
- Maintain employee handbook updates

Grants, Sponsorship, and Donor Administration

- Maintain Grant and Sponsor Tracking database with accuracy in Airtable
- Track proposal and reporting deadlines and alert leadership as needed
- Draft grant and sponsor reports using program data and approved language
- Prepare grant and sponsor proposal outlines with application requirements
- Assist with prospecting efforts by utilizing Grantstation and other tools
- Reconcile restricted funds
- Issue thank you notes and/or verify that thank you notes are sent by board members or other staff members immediately upon receipt of funds
- Maintain sponsor and donor benefit tracking
- Ensure sponsorship recognition fulfillment on all promotional materials and website
- Assist the Executive Director with stewardship notes and ongoing maintenance of Salesforce
- Schedule and prepare for meetings with prospective funders, as requested, utilizing Salesforce email templates
- In coordination with the Executive Director, conduct personal event outreach utilizing Salesforce email templates
- Capture and archive documentation of funded programs for reporting purposes

Membership and Development Systems

- Administer membership details, renewals, and benefit tracking in a timely manner in Salesforce
- Conduct routine member outreach to process renewals and higher-level conversions
- Coordinate gift acknowledgments and tax letters
- Support event ticketing and donor data management in GreaterGiving
- Support event RSVPs in Wix
- Maintain accurate donor and sponsor records
- Assist with stewardship mailings and campaign logistics
- Work with Ceramic Studio Manager to process and coordinate Ceramic Studio Memberships
- Work with the Registrar to process and verify memberships for the Members' Art Show.

Board Administration

- Compile and distribute Board packets, including Director's Report, agenda, minutes, and financial summaries
- Maintain board roster, committee lists, and term tracking
- Manage Board meeting logistics, including Zoom setup and reminders
- Coordinate meeting space setup and childcare arrangements as needed
- Maintain governance documentation and annual conflict-of-interest forms

Exhibitions and Events Support

- Assist in recruiting and overseeing volunteers and staff assignments
- Provide logistical and systems support for exhibitions, openings, and special events, including space setup and purchasing of food and beverages.
- Manage event registration systems and RSVP tracking
- Support Gala systems management, including:
 - GreaterGiving setup and maintenance, excluding web management
 - Track auction procurement database in Airtable and oversee import into GreaterGiving
 - Post-event data reconciliation
 - Post-event Salesforce imports
 - Manage tax acknowledgment documentation, receipts, and guest RSVPs
- Track event inventory (beverages, glassware, plates, cutlery, napkins, supplies, materials) and coordinate purchasing in alignment with approved budget
- File paperwork needed for event alcohol permits and insurance
- Ensure that post-event cleaning, laundry, and organized storage of supplies are completed in a timely manner
- Ensure timely post-event documentation organization

Facility Rentals

- Facilitate all Facility Rental agreements and payments
- Work with renters to ensure they have adequate insurance and understand policies with respect to space and alcoholic beverages
- Work with renters to determine setup and equipment needs

Marketing & Communication Support

- Assist with conducting audience surveys and related data entry, as requested.
- Assist with additional data collection and research, as requested.
- Assist with proofing all assets and communication materials.
- Add all events to public calendar listings and create corresponding Facebook events.
- Create four Front Porch Forum ads per month, per marketing calendar. Share and coordinate with Trustees to echo ads in their respective towns.

Reporting Structure

The Operations Manager reports to the Deputy Director but works closely with all team members.

Knowledge, Skills & Abilities

- Relevant degree and a minimum of 3 years of administrative experience required; experience in nonprofit, arts, or cultural organizations preferred.
- Demonstrated experience with QuickBooks, Salesforce (or comparable CRM), Microsoft Office, and Google Workspace; bookkeeping experience strongly encouraged.
- Strong knowledge of fundamental office practices, procedures, and equipment, with high functionality across networked systems and hardware. Familiarity with Adobe Creative Suite / Creative Cloud preferred.
- Exceptional organizational and time-management skills, with the ability to set priorities, establish boundaries, manage multiple deadlines, and adapt to shifting priorities while maintaining accuracy.
- High degree of attention to detail and competence in electronic data entry, database management, and financial documentation processes.
- Ability to analyze data and generate reports to support program monitoring and organizational decision-making.
- Experience managing and maintaining CRM systems, including reporting and data integrity (Salesforce preferred).
- Strong written and verbal communication skills, with clear interpersonal communication across staff, board members, volunteers, partners, and the public.
- Superior customer service skills and the ability to exercise sound judgment, professionalism, courtesy, and tact in all interactions.
- Ability to work independently, multi-task effectively, and collaborate as an engaged team member.
- Self-motivated with strong initiative and problem-solving skills.

- Experience creating and managing social media content preferred.
- High degree of personal and professional integrity, with demonstrated ability to manage confidential information with discretion.
- Commitment to fostering an inclusive, welcoming, and equitable workplace culture.
- Interest in contemporary art and community engagement preferred.
- Fluency in English required; additional language skills a plus.
- Valid driver's license required; access to a vehicle

Values

Openness

We value teamwork and collaboration; active listening; open, respectful, and clear communication.

Accountability

Each of us is responsible for our own words, actions, and results.

Integrity

We act with uncompromising commitment, honesty, integrity, respect, and trust in all we do. We are inspiring and inspired by the quality and excellence of our work and the honesty of our relationships.

Connection

We celebrate participation, partnership, and collaboration. We value inclusion and engagement with the community.

Respect

We recognize and respect that we all have different experiences, backgrounds, perspectives, and opinions and we can learn from each other; we value diversity and equity.

Equal Opportunity Employment

The Current is an equal opportunity employer and encourages candidates of all ethnic, racial, and religious backgrounds to apply. The Current employees are selected on the basis of ability without regard to age; (dis)ability; ethnicity; faith or religious belief; family, marital or parental status; gender identity; language; national origin; political perspective; race; sex; or sexual orientation.