



Keystone Development Center

108 F. N. Reading Road, Suite 200

Ephrata, PA 17522

Tel 717-792-2163

Jobs@kdc.coop

www.kdc.coop

Operations Manager

KDC seeks a qualified person to serve as the Operations Manager to provide leadership for the implementation of KDC's day to day operations. We are a non-profit organization, founded on the belief that the cooperative business model can enable groups of people to mitigate business risks, gain collective economic advantage, and achieve economic empowerment. The KDC provides technical and research assistance to existing and emerging cooperatives – especially to people in areas that are under-served and financially challenged – in the multi-state area of Pennsylvania, Maryland, New Jersey, and Delaware.

Financial Performance and Viability:

- Responsible for managing resources necessary to support KDC's mission and ensure financial health.
 - Compare budget to actual performance, alert ED of any significant trends.
 - Review expenditures and accounts receivable are logged to appropriate funding streams.
 - Monitoring Aging Report and ensure compliance with collections procedures.
 - Oversee the financial record keeping and reporting for both outside and inside audiences.
 - Coordinate with third party auditor to provide documentation for the annual audit.
 - Oversee timely and accurate filing of taxes through a qualified accounting firm.
- Coordinate fundraising efforts to ensure continued sustainability and growth of KDC.
 - Support the continued development and implementation of KDC's fundraising plan.
 - Support grants writing including identifying sources, assist with proposal writing and editing.
 - Oversee the annual cycle of proposal timelines to ensure an atmosphere of calm while efficiently submitting all required materials well in advance of deadlines.
 - Build and submit grant packets including letters of support, budgets, and appendixes.
 - Oversees administrative system of tracking, thanking, and cultivating donors.

Organization Operations:

- Oversee procedures for all functions and for the day-to-day operation.
- Oversee the preparation of board meeting packets, annual reports and manages meeting logistics.
- Prepare materials for annual renewal of insurance, bank, government organizations, and other service providers and maintain relevant documents and agreements for internal and external audiences.
- Support the ED in the hiring and retention of competent, qualified staff.
- Coordinate onboarding and off boarding of KDC board members, staff, and consultants.

Organization Program Metrics and Impact Reporting:

- Support the implement of KDC's strategic plan.
- Support KDC's programs ensuring high quality technical assistance is provided to KDC's clients.
- Oversee the implement KDC's annual client satisfaction survey.
- Oversee tracking and reporting program impacts to the ED, board, funders, and the general public.

Professional Qualifications:

- High integrity team player with an in-depth knowledge of best practices in non-profit management.
- Efficient, methodical, well organized person with a proven track record of meeting deadlines.
- Financial management including record keeping, analysis and reporting. QuickBooks experience desired.
- Strong aptitude for written communication particularly grants writing and reporting.

KDC is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, any other status protected by law and other characteristics that make our employees unique.



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A KDC Team Member should have the following qualities:

- Appreciation for the client's perspective while guiding others to consider different viewpoints.
- Enthusiasm for engaging with cooperative members, customers, and other individuals and organizations supporting the development of KDC's cooperative businesses clients.
- Ability to coach and be coached on technical and non-technical matters.
- Knowing when to step in to assist the team when others are struggling.
- Commitment to grow professionally within the organization.
- Ability to learn quickly and interest in developing a variety of new skills.
- Ability to manage multiple tasks, set priorities and meet deadlines; ability to work both autonomously and in a team.
- Excellent organizational, interpersonal, and oral and written communication skills.
- Software: MS Word; MS Excel: Formulas; MS Outlook, Google Calendar; QuickBooks; and CRM programs.

Working Environment/Physical Requirements:

- Physical Factors: Activities include general office work, at computers and peripherals, and other telecommunications. Sitting for extended periods, occasional walking, standing, reaching with hands and arms, use of hands and fingers for phone and keyboard.
- Regular personal computer usage.
- Regular talking and hearing.
- Frequent lifting and/or moving up to 5 pounds and occasionally up to 25 pounds.
- Visual acuity (with or without corrective lenses); close vision, distance vision, and ability to adjust focus.
- Working conditions are generally indoors with occasional exposure to weather to travel to meetings or KDC locations.

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. This position will be based in one of KDC's offices in Lancaster or Pittsburgh, Pennsylvania. This is a Nonexempt, part-time position with the potential for increasing to full-time. Work hours may be negotiable based on operational needs. Compensation will be commensurate with experience.

How to Apply:

Please submit a cover letter about why you are applying, your resume, cooperative development portfolio displaying your experience, and salary requirements by email to Peggy Fogarty, Executive Director, at jobs@kdc.coop prior to May 1, 2021. The subject line should include: "Operations Manager."

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