



## Operations Manager

**Organization:** The Chris Center (Carmel, IN)

**Job Title:** Operations Manager

**Type:** Part-time, Non-exempt, 20-24 hours/week, Hybrid

**Reports To:** Executive Director

**Pay Range:** \$20-24/hour, based on experience; plus paid vacations and holidays

**Deadline:** November 15th, 2024

**Start Date:** January 6th, 2025, or sooner

### About The Chris Center

The Chris Center's (TCC) mission is to improve mental wellness for teens and pre-teens in central Indiana through education and experiences with nature and the healing power of human-animal interaction. TCC was founded just three years ago in response to the worsening youth mental health crisis. Our research-informed, nature-based, and animal-assisted programs are designed to teach wellness skills that can help youth manage their own mental health in both the short- and long-term.

Offered in partnership with schools and community organizations in central Indiana, TCC's programs are accessible and low-cost or no-cost to the youth and families we serve. Our programs include our PAWS Therapy Dog Program, alpaca-assisted wellness field trips and summer camp, and a nature-based art program. These innovative youth programs help reduce stress, improve mood, strengthen social connection, increase self-esteem, and build resilience. TCC also supports parents and caregivers of teens and pre-teens through our Parent Education Series, hosted in partnership with the Carmel Clay Public Library.

### Operations Manager: Position Summary

The Operations Manager will play a critical role in supporting TCC's mission by overseeing day-to-day operations and providing administrative support to the Executive Director. Key areas include



programming support, event coordination, and general administrative duties. Candidates should be highly organized, detail-oriented, proactive, and passionate about youth mental wellness. The ideal candidate has excellent communication and interpersonal skills, proficiency with digital tools, prior experience with nonprofit organizations and event management.

## **Key Responsibilities**

The Operations Manager will ensure the smooth operation of TCC's programs and events, ultimately helping the organization fulfill its mission of supporting youth mental wellness. This job description describes the general nature and level of work performed by the operations manager. However, it should not be construed as an exhaustive list of all required duties, responsibilities, and skills.

- **Program Support**
  - Coordinate program logistics, including scheduling, communication with volunteers/partner organizations/participants, registration, and supply management
  - Volunteer Management- Oversee volunteer recruitment, onboarding, training, and scheduling to ensure smooth coordination with program needs and retention efforts
  - Assist Executive Director with tracking and reporting on program outcomes
  
- **Event Coordination**
  - Coordinate and support the execution of events, in collaboration with the Executive Director and board/committee leadership
  - Manage event logistics, such as registration/invitations, tracking attendance, coordinating with venues/vendors/caterers, volunteers, parking, decorations
  - Provide in-person leadership at events (fundraisers, community engagement events, volunteer appreciation events, etc.)
  - Collaborate with marketing team to promote events through various channels
  - Support post-event evaluation and debrief
  
- **General Administrative Support**
  - Provide general administrative support, including but not limited to email and phone communications, budget tracking, coordinating meetings, creating documents, managing organizational files, managing supplies
  - Communicate with donors, volunteers, school and community partners, and board members on behalf of the Executive Director and TCC, as needed
  - Serve as the administrative liaison to the board of directors and its committees, including meeting logistics, document coordination and distribution



## Qualifications

- **Essential Skills:**
  - Honest, reliable, professional, and respectful
  - Excellent organizational, time management, and communication skills, with the ability to work independently and collaboratively
  - Strong computer skills with proficiency in Microsoft Office (Excel, Word, PowerPoint) and Google Drive
  - Passion for mental wellness and the mission of The Chris Center
  
- **Preferred Experience or Education:**
  - Experience in a nonprofit setting preferred
  - Experience in project management, event coordination, and/or volunteer management is preferred
  - Familiarity with Canva and donor management software (i.e. Network for Good) is a plus, or a willingness to learn
  - A bachelor's degree is preferred, although work and/or lived experience will be considered
  
- **Required for this position:**
  - Reliable transportation
  - Submission to a local and national background check with no felony, child endangerment, animal cruelty, or violence charges

## Physical Demands

The physical demands described here are general representations that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made for individuals with disabilities to perform the essential functions.

- *Mobility*- This role requires the ability to move between different locations for program support, meetings, and events. Employee must be able to occasionally lift up to 25 pounds for program supplies and event materials. May need to traverse uneven terrain and inclines when on-site for outdoor programs.
- *Dexterity*- Frequent use of standard office equipment such as computers, phones, printers, and filing systems.



- *Communication*- Ability to effectively communicate in-person, via telephone, and electronically.
- *Visual and auditory ability*- Must have sufficient vision and hearing to work on a computer, read documents, and interact with team members, partners, and program participants.

## **Environmental Factors**

- Extended periods in front of a computer monitor
- Changing sound volumes from quiet home office to louder school settings
- Outdoor environments with potential allergens and variable weather when on-site for programming
- Working around dogs and alpacas

## **Work Environment**

The Operations Manager will join a collaborative, hard-working team that is driven by a shared passion for improving youth mental wellness. We value flexibility, mutual support, creativity, and a good sense of humor. At TCC, we believe that a positive work culture, grounded in respect and open communication, helps us better serve our community. We welcome diverse perspectives and encourage team members to bring their unique strengths to the table.

TCC's team consists of an Executive Director, an active and committed board of directors, a part-time marketing contractor, and a part-time fundraising contractor. Our small but mighty team works well together, supporting one another to achieve the organization's mission. The Operations Manager will have an important new role on this team, coordinating day to day operations, providing administrative support, and collaborating closely with the Executive Director and other team members. As we grow, we see this role as pivotal in helping us streamline operations while continuing to cultivate an environment of collaboration, trust, and innovation.

A hybrid work environment allows team members to work from home while being onsite for programs in schools, at the alpaca farm, and special events in the community. Flexibility is a key value, and we support work-life balance by accommodating life commitments outside of work, while understanding that as a small nonprofit, occasional evening and weekend work may be required.

TCC is committed to both formal and informal professional development, ensuring that team members stay at the forefront of nonprofit management, relevant technology, youth mental health, and other required skills and knowledge.



## Position Type & Hours

- **Part-time, non-exempt, 20-24 hours/week-** Expected 20-hour work week; hours will be capped at a maximum of 24 hours per week
- Typically, Monday through Friday, between 8:30 am – 5:30 pm.
- Occasional nights or weekends may be necessary, with advance notice and flexibility to adjust hours to ensure a healthy work-life balance

## Compensation & Benefits

- **Hourly wage:** \$20-24/hour, based on experience
- **Vacation:** 40 hours PTO per year, accrued monthly.
- **Holidays:** 10 paid holidays per year, paid at 4 hours per holiday (40 hours total)
- Flexible work hours to accommodate personal commitments
- Hybrid work environment with the ability to work remotely when not required to be on-site for programs, meetings, or events
- Mileage reimbursement at the IRS rate
- A meaningful opportunity to impact youth mental wellness in central Indiana

The Chris Center is an equal opportunity employer that complies with EEOC rules and regulations and fosters an inclusive and diverse workplace. The organization is committed to diversity, equity, and inclusion and does not discriminate based on race, age, sex, disability, religion, national origin, socioeconomic class, or other non-merit characteristics. Discrimination of any kind will not be tolerated and hiring decisions are based exclusively on merit, qualifications, and business needs.

## Application Instructions

Please email a cover letter and resume to Sandra Moreira, Executive Director, at [smoreira@chriscenterpaws.org](mailto:smoreira@chriscenterpaws.org). Please tell us why you want to work at The Chris Center and how your experience and skills make you a good fit for this position. Deadline for application is November 15th, 2024.

*Thank you for your interest in The Chris Center!*