



Position: Community Outreach & Operations Manager
Department: Community Outreach and Operations
Reports To: Executive Director
Status: Exempt/ Full Time
Salary: \$50,000-\$55,000
Benefits: Medical, Vision, Dental, Paid Sick, Vacation, and 401(k) with Employer Contribution, Optional Life/Critical Illness and Legal Insurance
Probation: 90 days

JOB SUMMARY:

The Community Outreach and Operations Manager is responsible for the efficient day-to-day operations of, and administrative duties associated with, programs, services, and events hosted by The LGBTQ Center of Long Beach (The Center). This includes managing and supervising office procedures and daily operations of The Center, as well as supporting the Executive Director with the planning and execution of numerous annual and one-time events. Day-to-day operational and administrative oversight includes volunteer services, contract management, client inquiries, external client and vendor communications, supply and inventory acquisition and maintenance, IT maintenance coordination, client and donor database maintenance and troubleshooting, social media and website management, supporting the Executive Director and other duties as assigned. The Community Outreach & Operations Manager has two direct reports, the Community Resource and Volunteer Coordinator and the Operations and Facilities Coordinator. **Must be available to work evenings and weekends regularly.**

Essential Duties:

- Assist clients in accessing services within agency, provides external referrals as needed.
- Maintain and update social media, flyers, website, and other marketing materials or delegates as appropriate.
- Communicate with IT to ensure effective internal operations.
- Serve as the agency's key expert in troubleshooting agency client and donor databases.
- Manage, oversee, and maximize government contract compliance, as requested by the Executive Director.
- Initiate billing and maintain proper documentation of outreach, education, support group, and volunteer activities as required by program funding sources.
- Track organizational performance objectives for contracts.
- Manage, recruit, train and supervise all volunteers. Maintain adequate volunteer staffing. This includes scheduling and task assignment. Delegate as appropriate.
- Assist with office management, implementation of procedures, records management and collection, and reporting of statistics.
- Coordinate special event volunteer recruitment, planning, and event execution.
- Manage the coverage of the Help Desk and information referrals, including answering phones and greeting the public when necessary or delegates as appropriate.
- Provide support to Executive Director, and Board Members, as requested by Executive Director.
- Attend all required staff, Board, and agency meetings.



- Represent The Center at required community meetings and events.
- Coordinate all necessary maintenance and improvements to facility.
- Provide technical support and setup for new employee/volunteer phone extensions, building and account access.
- Manage agency inventory and maintain and order adequate supplies for all departments.
- Coordinate regular volunteer appreciate events.
- Collect and records monies for finance (not limited to but including support groups, donations, and Cyber Center).
- Other duties as necessary or as assigned.

Desired Qualifications, Experience and Skills:

- B.A. degree or minimum five years' non-profit employment experience required.
- 2 years of management experience required, including management of paid staff.
- Non-profit management experience strongly preferred.
- Outgoing personality with high level of comfort meeting new people and establishing respectful rapport with diverse populations.
- Exceptional interpersonal skills, tact, discretion, and diplomacy. Ability to appropriately manage confidential information.
- Experience in program development preferred.
- Grant writing experience preferred.
- Strong commitment to and understanding of LGBTQ people, communities, and related issues.
- Strong interpersonal, organizational, and computer proficiency, including social media, required.
- Computer literacy including strong knowledge of the Microsoft Office Suite required.
- Experience with WordPress and graphic design strongly desired.
- Strong leadership capacity.
- Self-motivating, with exceptional time management skills.
- Experience with donor database software preferred. Previous experience with Salesforce strongly desired.
- Evenings and weekends required semi-regularly.
- Excellent written and verbal communication skills required.
- Bilingual English/Spanish preferred.

The LGBTQ Center of Long Beach is an equal opportunity employer. Applications are encouraged from anyone regardless of their race, color, national origin, ancestry, sex, gender identity, marital status, religious creed, sexual orientation, or age.

Please send cover letter and resume to: Porter Gilberg, Executive Director, The LGBTQ Center of Long Beach by E-Mail to porterg@centerlb.org

**2017 E. Fourth Street,
Long Beach, CA 90814
Phone 562.434.4455
Fax 562.433.6428**