

Haywood Waterways Association, Inc. Position Description

Job Title: Operations Manager

Location: Haywood County

About Haywood Waterways Association: Haywood Waterways Association (HWA) is a nonprofit association dedicated to maintaining and improving the water quality of the Pigeon River. Our focus is reducing non-point pollution in the Pigeon River Watershed. We work toward this goal through a variety of voluntary initiatives. These include providing educational programs to people of all ages, gathering water quality data and information, sharing information through various means to increase public awareness, supporting greenway efforts, and obtaining grants and other resources to address nonpoint pollution problems.

We are funded by contributions from members, grants, and donations. Formed in 1998 by a handful of concerned citizens in partnership with local governments, our organization has continued to support and bolster water quality measures across Haywood County.

Job Description: The Operations Manager (OM) role is multifaceted and requires an individual who is experienced in business processes, task management, data management, and operational administrative support. The position reports directly to the Executive Director.

The position manages the day to day operations for the organization and assists the Executive Director. Areas of responsibility include business operations, fundraising oversight, volunteer management, and data tracking for grant and outreach programs.

The position requires in-field work such as assisting the Environmental Educator with Phase II (stormwater) inspections and participating in volunteer and fundraising events. Field work is estimated to be 30% of the Operations Manager workload; the majority of work is administrative. Other duties as assigned.

HWA is a small team and prioritizes a healthy work-life balance. This position is hybrid, working in the office, at home, or in the field as needed. Office and work site visits are required due to the nature of the job, as such we prefer the applicant to live within Haywood County or a neighboring area. Mileage reimbursement (within the county) and office/field equipment will be provided. Volunteer and fundraising events will require an in-person presence by the OM, in addition to the daily physical mail collection, bank visits, and partner meetings.

Weekend work is required at times and a shift in work schedule is provided to ensure minimal disruption to personal schedules.

Term of Service: The position is considered regular full-time (30 hours per week; 52 weeks per year). The term of service is expected to continue beyond one year.

Responsibilities: The Operations Manager, with input from the Executive Director and staff, will perform or supervise the following tasks:

Fundraising

- Manage Donor and Member database
- Oversee and implement plans for member and fundraising events
- Lead Board of Directors Fundraising Committee
- Explore and research fundraising opportunities
- Complete monthly outreach tasks; hand written mail, packets, etc.
- Manage Partner Program

Volunteers

- Oversee and manage the Volunteer Program
- Schedule, scout, equip and oversee volunteer planting and cleanup events in person
- Coordinate with program partners (monthly)
- Manage cleanup program dataset and mapping
- Coordinate and oversee the Big Sweep Cleanup and Spring Cleanup events

Business Operations

- Bookkeeping support (primary work is outsourced)
- Grant management assistance
- Website and social media updates (Canva, WordPress, Facebook, Instagram, and Twitter)
- Project database management and mapping
- Organize and prioritize tasks, ensuring deadlines are met and projects stay on track
- Scheduling and email processing
- Mail and bank deposits
- Update newsletter, annual reports, and outreach materials
- Equipment management
- Travel throughout county to capture picture/video for grant and outreach purposes
- Perform ad hoc duties as necessary to support the Executive Director and committees
- Process management - streamline operations and implement process improvements, develop and adapt standard operating procedures and ensure they are followed
- Technology integration - implement and oversee software or systems

Phase II Stormwater assistance

- Assist with outfall and property inspections
- Assist Environmental Educator with outreach efforts

Qualifications:

- Associate Degree in business, project management, or a similar area (preferred)
- Experience: Business Administration, nonprofit organization, or a similar area: 2 years (preferred)
- Detailed and systems oriented, ability to manage a continual feed of administrative tasks
- Able to work independently and as part of a team
- Able to take ownership and drive activities to completion
- Proven ability to manage multiple, overlapping programs with minimal supervision
- Event and fundraising experience or desire to learn
- GIS experience or desire to learn

Qualities:

- Creative problem-solving and desire for organizational development
- Affinity to the natural sciences and a desire to protect our local environment
- Passion, integrity, and a sense of humor

Physical Requirements:

- Ability to drive a vehicle to site visits
- Ability to lift and carry up to 25 lbs. of equipment, supplies or materials in the office or the field
- Must have the ability to sit or stand at a desk, type, bend, twist
- Ability to traverse rugged terrain such as steep streambanks, and to tolerate exposure to outdoor elements and varying weather conditions in all seasons.
- Reasonable accommodations will be made to allow a person to perform essential functions

Employee Benefits:

- We provide reimbursement toward qualifying health insurance through an ICHRA
- Paid Time Off and Holidays

Non-Discrimination Policy: HWA is an equal opportunity employer and our hiring policies and practices are applicable without regard to race, age, gender, religion, national origin, physical ability, or sexual orientation.

Compensation: \$22/hr; commensurate with experience. We have office space in Waynesville, but allow for flexibility in working from home as necessary.

To Apply: Please send a cover letter and resume/CV plus three professional references to preston@haywoodwaterways.org. Include “Operations Manager” in the subject line. Applications will be accepted on a rolling basis. We encourage applicants to apply by 5:00 pm on April 4th, 2025.