



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

TITLE:	Business Operations Administrator	DEPARTMENT:	01-Administration
STATUS:	Full-time, Non-exempt	REPORTS TO:	CEO
REVISED:	Aug-22	BRANCH:	Association

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. This position is responsible for managing billing systems, monitoring cash flow, and assisting with volunteer board management and donor relations.

QUALIFICATIONS:

- Education in business administration and/or minimum 4 years relevant work experience, required.
- Intuitive and able to work with ambiguity. Successful candidate will take proactive approaches to tasks at hand, engaging in self-directed problem solving and decision making.
- Proficient computer skills and the ability to learn and navigate specific software, basic office equipment, and professional written and verbal communication skills. Advanced knowledge in MS Office Suite.
- Outstanding attention to detail, superior accuracy, and exceptional problem-solving skills.
- Excellent written and verbal communication skills, including the ability to draft, edit, and proofread presentation materials with precision.
- Willingness to attend meetings, training, and obtain certifications as requested.

ESSENTIAL FUNCTIONS:

- All records and information obtained by performing the duties of this position must be held strictly confidential exhibiting discretion and good judgement.
- Manage all aspects of assigned membership & program billing and third-party payer management.
- Initiate, drive & manage administrative duties for CEO assuring they are fully prepared, equip, and on task. Duties include, but not limited to: drafting correspondence, documenting meeting minutes, gathering data and preparing meeting agendas, presentations, and reports.
- Provide specific financial development administrative assistance including, but not limited to:
 - Maintain current data in software utilized for donor and prospective donor information, donation pledges & payments.
 - Receipt, acknowledge and track all donations with special individual attention wherever possible.

- Ensure all correspondence is cataloged/archived for future reference.
- Assist with campaign promotions & mailings
- Assist with stewardship of donors and reporting back impact made through their investment.
- Assist in finalizing year-end financial statements, prepare necessary documents, and coordinate audit with independent accounting firm. Lead the YMCA of the USA annual reporting process for the Association.
- Provide on-location assistance to remote Shared Service providers for effective implementation of business related tasks, as requested.
- Provide general office management for tasks such as, but not limited to: mail and package shipping/receiving and office supplies inventory/orders.

YMCA COMPETENCIES (Leader):

Advancing Our Mission & Cause

- Recognizes and articulates that the Y is a not-for-profit, charitable organization committed to serving the entire community.
- Serves others by intentionally welcoming, connecting, and supporting them, and inviting them to get involved and give back to the community.
- Seeks to understand and support change efforts.

Building Relationships

- Develops and maintains positive relationships with volunteers, members or program participants, and colleagues at all levels of the organization.
- Listens with the intent to understand the perspective of others by using appropriate communication methods, including open-ended questions.
- Embraces all dimensions of diversity (i.e., ability, age, culture, ethnicity, faith, gender, income, national origin, race, religion, sexual orientation, socio-economic status, etc.) by treating all people with dignity, compassion, and respect.
- Creates a safe environment in which others feel welcome and respected.

Leading Operations

- Acts responsibly with the Y's resources, following all budgeting policies and procedures and reporting irregularities immediately.
- Demonstrates up-to-date knowledge and skills in the technology associated with the job.
- Explores new ideas, remaining open to new ways of thinking and approaching problems.

Developing & Inspiring People

- Supports members, participants, or project teams in achieving their goals.
- Proactively shares information, experiences, lessons learned, and suggestions to help others be more successful.
- Remains calm and objective when under pressure or when challenged by others.
- Volunteers for challenging tasks or projects in an effort to grow and develop.

DISCLAIMER:

Other duties may be assigned to this position at the discretion of the reporting supervisor.
Performance evaluation, based on essential functions and competencies, will be conducted annually.

By signing this description, I acknowledge that I possess all qualifications stated and am **able / unable** (circle one) to perform all essential functions without special assistance.

Employee Signature

Date