Montour Trail Council
Part-time Business Operations Support Manager
May 2021

The MTC is seeking a motivated, self-starting team member who is comfortable with computer systems and experienced with business operations to help ensure the Trail Council's business processes are handled in an efficient, smooth and timely manner. The days and hours are flexible, as is the ability to work much of the time remotely. The job duties are expected to average 15 to 20 hour per week, but weekly time commitment will vary with training and to a degree, time of year. Applicant will need to have their own access to internet and workstation when working remotely, and access to reliable transportation for those times when presence is required at the MTC office.

Position Overview
This part-time position ensures that the Montour Trail Council's office operations are managed and carried out effectively.

Organizational Context
For the first 31 years of its existence, the Montour Trail Council (MTC) functioned as an all-volunteer organization. While the MTC has a rich history of hiring professionals to assist in trail-building and maintenance activities, this is the first position created to provide internal MTC support services. The job will require periodic visits to the trail office, though a significant portion of the work may be completed remotely, especially as the jobholder helps develop more automated systems and becomes more knowledgeable of MTC processes and systems.

The Operations Support Manager serves as a key communication facilitator across the MTC's various constituencies. The job conveys and receives operational information from volunteers who lead the functional areas within the organization such as the Executive, Finance, Membership, and Real Estate committee, and the Friends groups. External parties such as users, vendors, and grant agencies frequently experience this position as their first point of contact with the MTC. This role provides support, guidance and training to MTC volunteers who provide office-based services within various business operation workflows.

Knowledge, Skill and Experience Requirements
- o Two+ years' experience in an office/business environment, with being part of a business system transition a plus
- o Above basic knowledge of MS Windows, Outlook, Microsoft Word and Excel
- o Experience with creating and working with PDF files
- o Familiarity with business data migration and system interfacing
- o Proficiency with using one or more cloud-based file system such as Dropbox, OneDrive, Google Drive, Zoho WorkDrive, etc.

Reporting Relationship
This position reports to the MTC Vice President.

Key Responsibilities

1. Manage & administer MTC's digital data (membership, volunteer, sponsors, email list, digital records)
   o   Assure timely processing of membership contributions and renewals
   o   Oversee delivery of membership renewal and thank you notices to MTC members
2. Provide efficient office services
   o   Organize and streamline office operations and procedures
   o   Design and implement electronic & paper document and record filing systems
   o   Responsible for running payroll and ensuring payroll taxes are filed by the payroll service provider in a timely manner
   o   Guide and train volunteers who provide office support services
   o   Ensure handling incoming email and mail, routing them as appropriate

3. Communicate effectively with the MTC's board, volunteers, Friends Groups, users, members, and business partners in keeping volunteer leaders informed of issues related to operational activities.

4. Produce the Annual Report, combining data from financial and membership systems, and narrative information provided by MTC leadership.

5. Assure prompt processing of financial documents
   o   Document, prepare, and deposit incoming checks, notifying volunteer leaders as appropriate of receipt
   o   Process invoices and cut checks for signature
   o   Mail out signed checks as needed

The Montour Trail Council is an equal opportunity employer