Canalway Partners – Operations Associate
Immediate Opening – Full Time

Canalway Partners is seeking an energetic candidate for the full-time position of Operations Associate. The candidate is expected to support the efficient and timely operations of a dynamic community-based non-profit. The role is essential to the day-to-day effectiveness of the team.

Canalway Partners is a 40-year-old non-profit 501(c)3 with a long history of community engagement. We work to preserve the natural and cultural experiences of the Ohio & Erie Canalway National Heritage Area. We serve as a catalyst for projects and programs that connect people to place for the prosperity of all. The National Heritage Area program is affiliated with the National Park Service and works closely with Cuyahoga Valley National Park.

The Operations Associate reports to the Executive Director and collaborates with the staff, board and partner organizations. The position is based at Canalway operations in the Warehouse District of Cleveland, OH. This position is intended to be primarily in-office with limited virtual opportunities.

Responsibilities
The Operations Associate's key responsibilities are to support the ED & staff with financial management and daily operations of the organization and its programs. An effective Operations Associate understands the value of, and prioritizes, strong relationships with partners, is a solution focused problem solver with the ability to pivot in the moment, can work independently, and has organizational skills to manage multiple tasks and projects.

Essential Duties include:

- Supporting the ED with the financial management of the organization which includes: data entry for bill payments, documenting expenses, assembling supporting documents and reports for grant and financial reporting, Managing vendors including reviewing contracts with the ED and ensuring payments are processed. Ensuring the organization receives the best value for services by soliciting pricing from vendors. Supporting the staff through note-taking, task assignment and tracking, and written reports.
- Supporting board operations by: maintaining official files and organizational records, including drafting minutes and agendas as needed, coordinating and documenting board committee meetings.
- Supporting public programs by: applying for event permits, coordinating back-end event support such as creating volunteer's signup pages and entering event on community websites; Packing, moving, and transporting supplies for special events. Distribute event materials to partners. Assembling data from events for program reporting.
- Supporting communications by: Working with printing companies to order, approve and pickup materials as needed. Write and schedule event attendee and volunteer registration,

confirmation, and follow-up emails in platforms such as Eventbrite, Run SignUp, and SignUp Genius. Assist in website maintenance.
- Other duties as requested by the ED

Qualities:
- Strong written and oral communication and interpersonal skills that can be applied to internal planning and coordination, as well as face-to-face with community members and program participants.
- Detail-oriented individual who can juggle multiple projects and priorities.
- Technology champion who can use digital tools and databases to help an organization run efficiently. Use data to inform decision-making. Must be comfortable learning new systems and searching out new solutions.
- Flexible personality with both time and energy, understanding that as a public and community-orientated organization, many events and obligations may occur on evenings, weekends, or on holidays. Work days and hours may adjust accordingly.
- Interest or knowledge for placemaking, public programming or community engagement.
- Time management skills that compliment working independently with instruction, as well as on a team.
- Ability and desire to support public programming which may include participating in walking tours, biking tours, history or nature programs and tours.

To qualify for consideration, the ideal candidate should possess:
- Minimum of 3 years' work experience, preferably with experience in office management. Ability to physically move supplies such as tables, tents, and boxes to events or assist withload-in, up to 25 lbs.
- Ability to work independently and follow instructions with limited supervision.
- Experience, interest or training in environmental or natural sciences, history, outdoor recreation, landscapes, park development, land use planning is beneficial.
- Experience with non-profits, on either a paid or volunteer basis, is beneficial.
- Proficiency in Microsoft Office and Outlook; highly proficient in digital correspondence and
- maintaining regular email communication with teammates and community partners.
- Valid driver's license
- Reliable transportation or the ability to rent and drive a box truck to transport event supplies Experience with non-profits, on either a paid or volunteer basis, is beneficial.
- Applicants may be subject to a background check.

Compensation: Annual salary between $42,000 -$45,000 dependent on skills and experience. Benefits include employee health care, disability and life insurance, flexible schedule, and generous PTO policy.

Application process: Submit cover letter, resume and three writing or other work samples in a **single** PDF file format to Mera Cardenas, Executive Director, Canalway Partners at mera@canalwaypartners.com Title your email "Operations Associate – <first name / last name>".

Writing samples may include letters, organizational minutes, email correspondence, or similar. Selected applicants will be contacted to participate in the interview process. Interviews will be conducted on a rolling basis and the position will remain open until filled.