

POSITION DESCRIPTION

Operations Manager

Organization: Door County Historical Society

Reports to: Executive Director

Position status: Full-time

Primary location: DCHS administrative office in Sturgeon Bay

Salary: \$22/hr

Position Summary

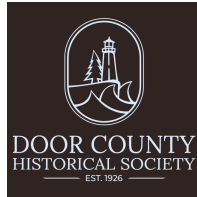
The Operations Manager oversees the day-to-day administrative, financial, and operational functions of the Door County Historical Society. Serving as the organization's central point of coordination, this position manages office systems, bookkeeping, constituent and membership records, volunteer engagement, and operational support across the administrative office, Heritage Village, and Eagle Bluff Light Station.

Working closely with the Executive Director and Site Managers, the Operations Manager helps ensure that internal systems are accurate, timely, and efficient while providing responsive, welcoming service to members, donors, volunteers, visitors, program participants, sponsors, and community partners. This position is expected to take ownership of routine operations, identify opportunities to improve systems, and exercise sound independent judgment within established policies.

Essential Responsibilities

Bookkeeping and Financial Operations

- Process invoices, accounts payable, and vendor payments.
- Prepare, record, and make bank deposits; record credit card transactions and maintain supporting documentation.
- Monitor Square and Stripe activity and verify that transactions are complete, accurate, and properly recorded.
- Reconcile bank accounts and credit card statements and ensure transactions are properly documented and coded.



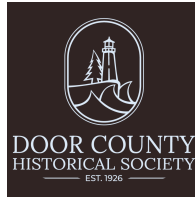
- Maintain accurate records in QuickBooks, complete month-end procedures, and generate monthly reports.
- Coordinate financial information and cash-handling records from the administrative office and historic sites.
- Process endowment distributions to the Door County Community Foundation as directed.
- Assist the Executive Director with financial reports, restricted-fund tracking, event reconciliation, annual budget support, and audit preparation.
- Prepare mailings, including annual end-of-the-year appeal.
- Complete the year-end QuickBooks closeout and financial record-retention process.

Database, Membership, and Constituent Services

- Maintain accurate, current records in Little Green Light (LGL) for members, donors, volunteers, program participants, sponsors, and community partners.
- Enter and reconcile donations, memberships, constituent interactions, volunteer information, and other activity in a timely manner.
- Generate membership renewal notices, donor acknowledgement letters, mailing lists, labels, and other constituent communications.
- Support new-member onboarding, membership renewals, donor stewardship, and responsive service to constituents.
- Maintain data integrity through regular record review, duplicate management, standard data-entry practices, and database updates.
- Generate reports for membership, fundraising, volunteer engagement, board reporting, grants, programs, and organizational planning.
- Maintain accurate email and postal distribution lists and coordinate data needed for newsletters and other mailings.

Volunteer Coordination

- Serve as a primary staff contact for volunteers and provide timely, welcoming communication.
- Recruit, schedule, and coordinate volunteers for programs, events, office projects, and historic-site needs in collaboration with the Executive Director and site managers.
- Maintain volunteer contact information, interests, availability, schedules, service records, and emergency information as appropriate.



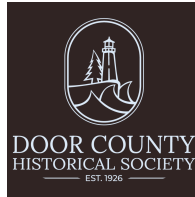
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- Track volunteer hours accurately for grants, reporting, recognition, and organizational records.
 - Coordinate volunteer onboarding, orientation materials, and routine training logistics.
 - Assist with volunteer appreciation, recognition, retention, and re-engagement efforts.
 - Help identify volunteer coverage gaps and follow through to ensure that staffing needs are addressed.

Office Administration and Organizational Support

- Oversee routine office operations, including mail collection, phones, email, general inquiries, filing systems, records, office equipment, and supplies.
- Welcome office visitors and provide accurate information about DCHS membership, programs, events, sites, publications, and volunteer opportunities.
- Coordinate calendars, deadlines, meeting preparation, mailings, and administrative projects for the Executive Director.
- Assist with quarterly newsletter production, including scheduling, deadlines, mailing lists, labels, and distribution support.
- Maintain organized and accessible administrative, financial, constituent, and operational records while protecting confidential information.
- Coordinate with vendors and service providers and help resolve routine office, technology, and operational issues.
- Develop, document, and improve procedures that strengthen efficiency, consistency, accountability, and continuity.

Site, Program, and Event Support

- Work with site managers to establish and maintain procedures for supply inventory, cash handling, data collection, daily reporting, and the transfer of funds and records to the office.
- Coordinate supply needs among the administrative office, Heritage Village, and Eagle Bluff Light Station.
- Support event registration, ticketing, payment processing, attendance tracking, volunteer scheduling, and post-event reconciliation.
- Provide administrative support for fundraising campaigns, membership initiatives, programs, special events, and board or committee activities.



- Help maintain organization-wide calendars, deadlines, forms, templates, and recurring operating procedures.
- Provide occasional on-site support at Heritage Village, Eagle Bluff Light Station, and community events as needed.

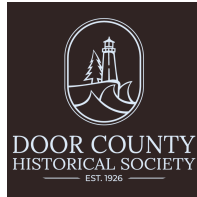
Customer Service and Community Relations

- Provide professional, friendly, and timely service to members, donors, volunteers, visitors, staff, and community partners.
- Serve as a knowledgeable ambassador for the Door County Historical Society and represent its mission and best interests.
- Promote membership, volunteer opportunities, programs, events, historic sites, and other ways to support DCHS.
- Handle routine questions and concerns with discretion, good judgment, and appropriate follow-through; refer sensitive or policy-level matters to the Executive Director.

Qualifications

Required or Strongly Preferred

- Demonstrated experience with bookkeeping, financial recordkeeping, and account reconciliation; proficiency with QuickBooks Online is strongly preferred.
- Experience maintaining a CRM, donor, membership, volunteer, or comparable constituent database; experience with Little Green Light is preferred.
- Excellent organizational, time-management, and follow-through skills, with the ability to manage recurring responsibilities and multiple deadlines.
- Strong written and verbal communication skills and a service-oriented approach to working with people.
- Proficiency with Google Workspace and Microsoft Office and the ability to learn additional software and systems.
- Ability to maintain confidentiality, use sound judgment, recognize discrepancies, and handle financial and personal information responsibly.
- Ability to work both independently and collaboratively with staff, volunteers, board members, vendors, and community partners.
- A combination of education and relevant experience sufficient to perform the responsibilities of the position.



Additional Assets

- Experience coordinating volunteers or working in a nonprofit, museum, cultural, educational, or membership-based organization.
- Experience supporting events, memberships, fundraising, donor stewardship, or multi-site operations.
- Interest in Door County history and enthusiasm for the mission of the Door County Historical Society.

Work Expectations

- This is a full-time position based primarily at the DCHS administrative office. The role requires regular coordination with teams at Heritage Village and Eagle Bluff Light Station.
- The typical schedule is during regular weekday business hours, with occasional evening, weekend, or event-related work and local travel among DCHS locations.
- The work includes extended periods at a computer and occasional movement of supplies or materials weighing up to approximately 25 pounds. Reasonable accommodations may be made for qualified individuals.
- This position coordinates volunteers and organizational workflows but does not independently supervise employees unless that responsibility is specifically assigned.

Other Duties

This description identifies the primary responsibilities of the position but is not intended to be an exhaustive list. The Operations Manager may perform other duties as assigned by the Executive Director to support the mission, priorities, and effective operation of the Door County Historical Society.