



NORFOLK FOUNDATION, INC

JOB TITLE: Norfolk Hub Program and Office Manager

REPORTS TO: Norfolk Foundation Executive Director

TYPE: Full-time; salaried

POSITION SUMMARY:

- Develop, implement and evaluate strategies aiming to promote the mission of the Norfolk Hub
- Implement operations plan for the attainment of goals and objectives set by the board and executive director
- Ensure adherence of the Norfolk Hub daily activities and long-term plans to build and deliver programs for the community
- Forge and maintain relations of trust with the Norfolk community
- Act as a public speaker and public relations representative of the Norfolk Hub in ways that strengthen its partnerships and ties to the community
- Review reports to acquire understanding of the organization's financial records; contribute to development of annual budget
- Provide technical support for Norfolk Hub users; maintain IT systems with contracted support services; be able to diagnose and solve common technical issues; install and maintain office hardware and software.
- Provide a welcoming atmosphere for all who use the Norfolk Hub
- Develop, implement, manage and provide oversight for Norfolk Hub programming
- An analytical mind capable of "out-of-the-box" thinking to improve customer experiences
- Provide employee management to Norfolk Hub staff
- Membership responsibilities
 - Maintain and grow membership levels
 - Provide support to membership base
 - Work in collaboration with members to provide Norfolk Hub programming

Preferred Qualification

- Bachelors or Advanced Degree
- 2+ years' experience working with non-profit organizations
- 4 + years' experience managing office operations and member services
- Excellent communication (oral and written) and public speaking skills
- Knowledge of Norfolk, CT, its history, attractions and community



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Minimum Qualification

- Experience in program management, office operations, and/or non-profit operations
- Experience resolving non-technical issues using combination of anecdotal feedback and data to provide practical insights through presentations and reporting
- Experience communicating effectively with a variety of audiences (internal, external, 1:1 and community at large)
- Technology
 - Fluent in MAC/PC based software and hardware
 - Familiar with Android/Apple products
 - Experience with exchanging/relaying/implementing solutions with contracted IT support services for technical support issues.

HOURS: 40 hours; Monday – Friday; with flex scheduling to accommodate evening and Saturday programming

SALARY: commensurate with experience; range \$40,000 - \$50,000/annual

BENEFITS: Holiday and Paid time off at date of employment; IRA contribution (2% company match) after 180 days; Health Insurance

LOCATION: Norfolk Hub, 2 Station Place, Norfolk, CT 06058

Employment is contingent upon passing a background check

All qualified applicants will receive consideration for employment with Norfolk Foundation, Inc. without regard to race; creed; color; religion; national origin; sex; age; disability; sexual orientation; gender identity or expression; genetic predisposition or carrier status; veteran, marital, or citizenship status; or any other status protected by law. Norfolk Foundation, Inc. is proud to be an affirmative action and equal opportunity employer.

Resume and cover letter to: Dawn Whalen, Executive Director, Norfolk Foundation, PO BOX 333, Norfolk, CT 06058 or email to: dawnwhalen@norfolkfoundation.net