

## JOB ANNOUNCEMENT

**Organization:** National Museum of Women in the Arts  
**Position:** Operations Manager  
**Department:** Administration

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### POSITION SUMMARY:

The Operations Manager is responsible for administrative and project management functions of the Administration and Building departments. Tasks will include contract administration; vendor coordination; procurement activities; coordinating training and professional development opportunities for NMWA staff; support of NMWA's ongoing building renovation project; and supervision of the Office Assistant.

### RESPONSIBILITIES:

#### Administration

- Administer contracts for office equipment including copiers, postage meter, wireless telephone service
  - Work with vendors to resolve service issues
  - Submit monthly allocation reports for associated costs
- Petty cash: respond to requests, maintain records, cash replenishment checks
- In coordination with IT Coordinator, track issuance of mobile equipment (laptops etc.)
- Supervise Office Assistant; cover duties when needed (out of office, etc.)

#### Facilities

- Assist Director of Operations with facilities maintenance contract administration (janitorial, integrated pest management, etc.)
- Support Engineer in resolution of billing disputes, etc.
- Place orders for equipment, parts, and supplies
- Track and report utility consumption data

#### Procurement

- Receive, review, & track invoices using department's proprietary database; forward invoices to NMWA Accounts Payable team for payment
- Submit and track purchase orders
- Submit credit card cover sheets & check requests as needed for purchases
- Resolve billing disputes, missed payment notifications, etc.
- Draft requests for proposals; receive bids; coordinate responses; document selections

#### Collaboration & Communication

- Administer project management platform (ClickUp)
  - Serve as point of contact for on-boarding and training
  - Coordinate periodic training opportunities for staff
  - Contract administration
- Administer organization's intranet (Microsoft 365/SharePoint)
  - Serve as staff point of contact for training, functionality, permissions, etc.

- Communicate vision across departments to make effective use of SharePoint as the organization's established intranet, especially as a repository for organizational knowledge
- Ensure content is effective, relevant, and up-to-date
- Coordinate periodic training opportunities for staff
- Administer telephone system (MS Teams/CallTower)
  - Add/remove users during onboarding/offboarding
  - Maintain & update call queues
  - In coordination with Visitor Services Manager and others, update messages & recordings as necessary
  - Coordinate periodic training opportunities for staff
- Staff training & skills development
  - Research and coordinate opportunities for development of skills and training for all staff; e.g., Microsoft-sponsored training for nonprofits

#### Renovation project

- Attend weekly construction meetings with Owner's Representative
- Coordinate with Architect and vendors on delivery & installation for furniture, fixtures, and equipment
- Coordinate delivery & installation for audio-visual and IT equipment
- Serve as primary point of contact for staff in coordinating office move logistics
- Receive & process invoices; work with Owner's Representative to track project costs and budget

Other duties and special projects as assigned

#### **Temporary Responsibilities**

- Receive & sort mail
  - Enter checks & credit card payments in tracking spreadsheet
  - Make copies of paperwork & distribute as appropriate
  - Receive packages; alert staff of packages waiting for pickup in mailroom
- Monitor general voicemail box
  - Respond to general inquiries
  - Forward messages to appropriate parties
- Maintain internal contact list document
- Take office supply requests from staff; place orders; distribute items to staff; maintain neat, orderly, and well-stocked supply closet
- Order business cards based on requests from staff
- Ensure work rooms, break rooms/staff lounges, and common areas are organized, clean, and stocked appropriately, including vending machine(s)
- Maintain multi-function copiers
  - Ensure all copier workstations are organized and stocked with toner and paper
  - Coordinate with IT manager as needed for issues relating to network connectivity, etc.
  - Coordinate with equipment vendor for service visits
- Maintain postage meter
  - Ensure extra supplies are on hand and appropriate funds are available
  - Coordinate with equipment vendor for service visits
- Maintain stock of shipping supplies for USPS and FedEx shipments

#### **QUALIFICATIONS:**

This position requires an Associate's degree or equivalent combination of education and work experience (B.A./B.S. preferred). The successful candidate will demonstrate the following skills/experience:

- Excellent interpersonal, written, and verbal communication skills
- Superior organizational skills and attention to detail
- Creative and resourceful approach to problem solving, prioritization, and collaboration
- Ability to work independently and take initiative
- Experience or interest in managing projects from conception to completion
- Ability to lift and move boxes and equipment

If much of this job description describes you, then you are highly encouraged to apply for this role, even if you don't meet 100% of the qualifications. We recognize that it is highly unlikely for an applicant to meet 100% of the qualifications for a given role, and that every candidate brings unique experience and qualifications to a role. We are excited to meet you!

**SALARY:**

**The salary range for this position is \$58,000 - \$63,000 annually and includes a benefits package.**

Please submit applications by emailing cover letter and résumé to [HR@nmwa.org](mailto:HR@nmwa.org). The National Museum of Women in the Arts is an equal opportunity employer. To request reasonable accommodations in the application or hiring process, please notify NMWA's Human Resources department at [HR@nmwa.org](mailto:HR@nmwa.org).

To comply with tax and legal obligations, all candidates must reside in Maryland, DC, or Virginia. While there may be flexibility for remote/hybrid work environments, candidates must be residents of MD, DC, or VA or relocate prior to the start of employment at NMWA. Candidates must be legally eligible to work in the U.S. for NMWA, without visa sponsorship by NMWA.

The National Museum of Women in the Arts ([NMWA](https://www.nmwa.org)) is the first major museum in the world solely dedicated to championing women through the arts. With its collections, exhibitions, programs, and online content, the museum inspires dynamic exchanges about art and ideas; advocates for better representation of women artists; and serves as a vital center for thought leadership, community engagement, and social change.