



# Monterey Bay National Marine Sanctuary Foundation

## CHAPTER OPERATIONS MANAGER

SUPPORTING MONTEREY BAY NATIONAL MARINE SANCTUARY FOUNDATION

**Location:** Santa Cruz, CA  
**Supervisor:** Director, Monterey Bay National Marine Sanctuary Foundation  
**Status:** Full-Time/Exempt position. No direct reports.

### What We Need

The [Monterey Bay National Marine Sanctuary Foundation](#), a chapter of the [National Marine Sanctuary Foundation](#), based in Santa Cruz, California, is seeking a Chapter Operations Manager, a new position created to support increased growth in the chapter's work to support Monterey Bay National Marine Sanctuary. The Chapter Operations Manager will be a key position responsible for daily coordination and administration of chapter operations, act as a liaison to the national office, and track and submit expenses and donations.

We are looking for a Chapter Operations Manager who can be the right-hand to the Chapter Director, and provide administrative support for the chapter's Board and associated committees. The right candidate for this role is:

- Tech savvy—you know your way around the Microsoft Office platform and are comfortable working in database systems;
- Highly organized and efficient—managing chapter and grants calendars, drafting and filing important documents, taking minutes at meetings of the Board of Trustees, and supporting event logistics;
- Good with numbers—tracking expenses, procuring resources, submitting invoices, and ensuring accurate recording of donations;
- An independent worker—you utilize sound judgment to carry out projects of significance assigned by the Chapter Director;
- Open to learning and expanding skills—there are opportunities for helping support communications and social media needs.

The Chapter Operations Manager will be responsible for a wide variety of tasks, and while primary duties will take place between 9am-5:30pm, occasional evening and weekend work may be anticipated to support fundraising events. Assistant needs a great deal of flexibility, spontaneity, patience, and enthusiasm, with the ability to thrive in a high-paced, exciting environment.

The National Marine Sanctuary Foundation and all of its chapters are committed to a culture of inclusion, equity, and belonging. We are dedicated to attracting and retaining a diverse staff. We honor experiences, perspectives, and unique identities, and welcome the contributions that you can bring to the dedicated team. With a diverse team of employees, we can grow and learn better together and achieve our mission to protect the health of the ocean, coasts and Great Lakes for current and future generations.

## What You'll Do

The person in this role will keep the operations of the chapter moving forward, and will build relationships with the Chapter Director and its Board, the National Foundation in Silver Spring, Md., and the Monterey Bay National Marine Sanctuary to help support efficient operations, which will increase the capacity of the chapter to support conservation of the sanctuary and its watershed.

- Provide administrative support for the Chapter Director, including managing the calendar, contacts, tasks and deadlines for the Chapter Director, as well as organizing and tracking large amounts of information.
- Enter donation data into the Foundation's donor database, Salesforce, and produce reports from the database required by the Chapter Director.
- Organize documents and data for review, approval, and/or signature of the Chapter Director.
- Manage internal communications, expense reports, invoices, time logs, according to National Foundation procedures, and assist the Chapter Director with preparation for events, speeches, and donor/partner meetings.
- Provide support for Board of Trustee meetings, including preparing agendas and Board/committee packages, recording and submitting minutes of committee/board meetings for approval, and preparing other communications as necessary.
- Compile reports and information to prepare Chapter Director and Trustees for meetings.
- Provide logistics support for chapter events and meetings, including venue coordination, catering, and a/v arrangements.
- Assist with mailings, phone inquiries, in-kind gift tracking and sponsorship benefit fulfillment, tax acknowledgment letters, and thank you cards.
- Complete projects and special assignments by establishing objectives; determining priorities; managing time; gaining cooperation of others; monitoring progress; problem-solving; and making adjustments to plans.

Although not required, for candidates with additional interest in communications, the role could expand to include:

- Supporting external communications, including website, social media, graphic design, newsletters, and other materials for public distribution;

## Who You Are

As the Chapter Operations Manager, you're a mission-driven, tech savvy individual who thrives in a fast-paced environment, and can support efficient and effective operations, developing spreadsheets, and making sure important documents are always at your fingertips. You have strong administrative and organizational skills, a strong sense of initiative, and work well independently. You'll have:

- At least 4-6 years of experience in administrative operations.
- Strong written and verbal communication skills. Accurate typing with the ability to maintain and manage organized files, accurate spelling, impeccable grammar and usage, and know the mechanics of writing.
- Proficient software skills including: Microsoft Office Suite, preferably experience with Microsoft Teams and Google Drive, and donor databases (we use Salesforce). An ability to quickly pick up new software systems that support efficient operations.
- Strong interpersonal and organizational skills, work ethic, and attention to detail, while establishing and maintaining effective working relationships with the Chapter Director,

Board of Trustees, sanctuary staff, National Foundation staff, fellow chapter staff, interns, and volunteers.

- Ability to think strategically, multi-task, and be flexible to changing needs. Must be self-motivated to manage multiple projects simultaneously.
- Possess excellent problem-solving skills, and a purpose driven, optimistic, positive attitude, with a commitment to a high level of customer service.
- Ability to thrive in a support position.
- Regular and reliable attendance and communication with the Chapter Director.
- Ability to work independently with minimal supervision, completing tasks and follow up.
- Ability to make decisions and maintain confidentiality.
- Preferred candidates are those with nonprofit experience and interest in marine conservation.

## Why You Will Love Us

- Dedicated and passionate staff committed to the conservation of [Monterey Bay National Marine Sanctuary](#) and the sites throughout the [National Marine Sanctuary System](#).
- Two weeks paid annual leave, plus paid time off the week between December 25 and January 1; and 12 paid federal holidays.
- Two weeks paid sick leave.
- Health Benefits: Medical with an FSA option; dental, and vision.
- Foundation paid Life and Disability Insurance.
- Preparing for the Future: 403(B) with employer contribution after one year of service.

## Where Do I Apply?

[APPLY HERE](#) Applications must include a resume, cover letter, and at least three professional references. References will not be contacted until later in the interview process.

**Compensation and Benefits:** \$54K-\$58K based on experience. The Foundation offers a competitive benefits package.

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### COVID-19 considerations:

Potential for remote work until the COVID-19 pandemic restrictions lift; Post-pandemic restrictions, Director and Operations Manager can negotiate for remote work for part of manager's work week on an ongoing basis. The National Marine Sanctuary Foundation requires proof of COVID-19 vaccination from all employees.

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*The National Marine Sanctuary Foundation is an equal opportunity employer committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This commitment applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, and training. The Foundation makes hiring decisions based solely on qualifications, merit, and business needs at the time.*