



**Old North Illuminated, Inc.
dba Old North Church & Historic Site
Job Description: Operations Manager**

The Organization

The enduring fame of Old North Church began on the evening of April 18, 1775, when church sexton Robert Newman and vestryman Capt. John Pulling, Jr. climbed the steeple of Old North Church and held high two lanterns as a signal from Paul Revere that the British were marching to Lexington and Concord 'by sea' across the Charles River and not by land. This fateful event ignited the American Revolution. Old North Church is Boston's oldest surviving church building and welcomes 150,000 visitors each year as one of the Freedom Trail's most visited historic sites.

Old North Illuminated (ONI) inspires active citizenship and courageous, compassionate leadership by interpreting and preserving the Old North Church & Historic Site. ONI serves a wide audience by creating meaningful experiences through educational outreach, site-specific programming, and historical analysis. Old North Illuminated (formerly the Old North Foundation) was established in 1991 as a 501(c)(3) non-profit organization independent of Christ Church in the City of Boston (the Episcopal congregation of Old North Church).

Old North Illuminated believes that:

- **Bravery, patriotism, and active citizenship** come in many forms. These acts can inspire both large-scale and local change.
- **Education and respectful dialogue** are key to building a more perfect union that reflects the promise of liberty and justice for all.
- Becoming an **anti-racist** organization will require active engagement with the legacy of slavery at Old North Church and the ongoing burdens of slavery and racism in our country.
- By **preserving** and sharing history, space, and stories, we shape our future.

The Position

The Operations Manager will be the principal administrator of business operations at Old North Illuminated. Responsibilities will include technology support, group bookings and invoicing, supply ordering, data management, and general administration related to day-to-day operations of the historic site. In addition, this position will be cross-trained to be able to fill in for educators, sales associates, and ticketing staff on occasion. The Operations Manager will report to the Director of Strategy and Special Projects and attend weekly staff meetings. This is an excellent opportunity to learn the inner workings of a nonprofit business/historic site in a close-knit, supportive culture. The ideal candidate is someone who is organized, detail-oriented, curious, and eager to learn.

Responsibilities will include:

Technology

- Manage ticketing and retail platforms, serving as the internal expert by troubleshooting when needed, training other staff on the platforms, pulling reports, and making adjustments/edits as needed
- Liaison with ONI's outside IT contractor and serve as the internal point person for matters such as Google account management, password resetting, and laptop setup
- Manage ONI's phone systems

Visitor Services and Programming

- Work with the Visitor Experience Manager to ensure that, as group tours are booked, events are added to the calendar, bookings are made in the ticketing platform, invoices are sent, and payments are received
- Ensure that the ticket booth is stocked with the supplies needed for daily operations (tickets, register tape, reconciliation sheets, etc.)
- Fill in for educators, sales associates, and ticketing staff on occasion
- Manage teachers' access to ONI's classroom-based curricular materials

Human Resources

- Post job descriptions and complete the tasks associated with onboarding and terminating staff via Paychex and enroll staff in benefits such as health insurance, pension, etc.
- Adjust PTO and benefits information in Paychex as needed
- Work with the Managers to ensure that payroll is reviewed and submitted accurately and on time
- Liaise with the HR department at the Episcopal Diocese, which serves as the administrator of ONI's employee benefits

General Administration

- Participate in site-wide management decision-making and problem-solving regarding day-to-day operations
- Open, sort, and scan mail daily; take mail to the post office as needed
- Make bank deposits, ensuring that ONI's cash and check handling policies are followed
- Order supplies as needed
- Manage campus space rentals
- Coordinate fundraising mailings by completing mail merges, printing letters and envelopes, and stuffing and mailing envelopes
- Enter donations into the fundraising database (Salesforce) and process acknowledgment letters
- Provide planning support for fundraising events including Lanterns & Luminaries, Lantern Society stewardship events, and cultivation receptions.

Characteristics Desired

- 2+ years of related technology and administration experience
- Demonstrated customer service experience
- Excellent web, data, and computer skills including Google and Microsoft Office products
- Exceptional organizational skills and the ability to work both independently and collaboratively
- Strong attention to detail with the ability to consistently follow detailed instructions
- Strong written and verbal communication skills
- Comfortable greeting and interacting with our visitors
- Ability to work occasional nights and weekends to support events and site operations

Job Type: Full-time

Salary: \$50,000 - \$55,000 / year

Compensation and Benefits: ONI offers its staff a robust compensation and benefits package including health and dental benefits, long-term disability and life insurance, and a retirement plan with an employer match.

To apply: Please apply for this position by emailing your cover letter and resume to jobs@oldnorth.com. Applications will be accepted until the position is filled. The final candidate will be subject to CORI/SORI (Criminal Offender Record Information/Sexual Offender Registry Information) background checks due to the nature of the job responsibilities.

Old North Illuminated is an equal opportunity employer and welcomes a diverse pool of candidates in this search.