

Operations Manager

Outdoor Recreation Council of Appalachia

Position Overview

The **Operations Manager** plays a vital role in supporting the operations and programmatic work of the **Outdoor Recreation Council of Appalachia (ORCA)**. This position will serve as a multi-faceted team player—bridging administration, communications, and program delivery—to ensure smooth organizational function and effective implementation of ORCA's mission. This position will manage task tracker and provide weekly staff progress reports.

The Manager will provide administrative support to staff, manage scheduling of standing meetings, communications and reporting systems, support nonprofit operations, and as time allows lead public engagement initiatives developed in collaboration with the Wayne National Forest. This includes assisting with planning, planning, and/or delivering interpretive and educational programs, coordinating marketing and outreach for programs, operating mountain bike rentals, and day-to-day administrative tasks that keep the organization running efficiently.

This is a dynamic, hands-on role for someone who enjoys organization, creativity, and community collaboration.

Key Responsibilities

Operations

- Provide administrative support to staff, manage scheduling of standing meetings, manage internal task tracker and summarize progress weekly.
- Handle phone, email, and social media correspondence professionally and efficiently. Assist with grant administration, including documentation, tracking, and reporting.
- Maintain office supply inventory.
- Monitor and report on merchandise sales and inventory (online, mobile bike rental, and Wayne National Forest in Nelsonville).
- Monitor and ship online sales.
- Complete tasks as assigned, research information, and contribute to program ideation and design.

Communications & Outreach

- Support the Communications & Philanthropy Director in implementing and managing ORCA's social media, website, and digital communications. This may include management of student interns.
- Develop or collect resources for development of program or initiative-specific information sheets or materials to advance ORCA/ AMOADC goals and objectives.
- Maintain communication with partners, stakeholders, and the public.

- Track engagement data and prepare monthly reports.
- Under the direction of the Communications and Philanthropy Director, this position assists in development, growth, engagement, and retention of the organization's membership base. The role oversees membership systems, communications, renewals, reporting, and member services to create a positive and meaningful member experience.

Programs & Event Management

- Manage the Baileys Trail System mountain bike rental and staff, a bike rental social enterprise that operates from April - November, including hiring, training, and communicating with staff and managing online bookings.
- Coordinate logistics, partners, and communications for events and programs.
- Coordinate with prospective and repeat event and race organizers to complete permit paperwork for events at the Baileys Trail System.
- Complete permit paperwork for events at the Baileys Trail System including notification of emergency response authorities.
- Assist in operations for annual mountain bike race fundraiser, the Baileys Dirt Fondo, including managing online registration platform including racer communications..
- Prepare and provide monthly Programs & Events report to the ORCA Board
- As time allows, assist with planning or plan, develop, and lead monthly interpretive and educational opportunities in partnership with the Wayne National Forest.
- As time allows, support ORCA's role in engaging the public with Southeast Ohio's natural and recreational assets.

Qualifications

- Strong organizational and time-management skills with the ability to balance multiple projects.
 - Excellent written and verbal communication skills with the ability to engage with diverse stakeholders.
 - Experience with event or program coordination, community engagement, or related fields.
 - Familiarity with digital communication tools (social media platforms, website CMS, and design software preferred).
 - Proficiency in Google Workspace; experience with data tracking and reporting tools a plus.
 - Ability to work both independently and collaboratively within a small team.
 - Basic knowledge and interest in mountain biking and mountain bike maintenance
 - Passion for outdoor recreation, community development, and Southeast Ohio's natural environment.
 - A valid drivers license and access to a vehicle.
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Position Details

- **Reports to:** Executive Director and Communications & Philanthropy Director
 - **Location:** Based in Southeast Ohio (hybrid or flexible work options may be available)
 - **Hours:** Full-time, with occasional evenings/weekends for events
 - **Compensation:** Full time exempt position- salary \$45K, health stipend, OPERS
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About ORCA

The **Outdoor Recreation Council of Appalachia (ORCA)** is a council of governments advancing outdoor recreation, regional collaboration, and community development across Southeast Ohio. ORCA works to amplify the outdoor recreation economy through strategic partnerships, public engagement, and stewardship of the region's natural resources.

ORCA will adhere to all regulations concerning non-discrimination and equal opportunity regulations as outlined in federal and state law. ORCA makes this program available to all without regard to race, color, national origin, sex, gender identity, sexual orientation, age, disability, political affiliation and religion.

How to Apply

Please send a resume, cover letter, and two references to **info@orcaohio.com** with the subject line **"Operations Manager Application."** Applications will be reviewed on a rolling basis until the position is filled. For best consideration, apply no later than **Friday, March 6th.**