

Organization	Minnesota Change Management Network (MnCMN)
Role Type	Part-time contract or fractional operations role. Final model to be confirmed.
Estimated Time	Up to 13 hours per week, with flexibility during event-heavy months
Reporting / Primary Contact	President, in partnership with the Executive Committee
Primary Work Environment	Remote, with periodic in-person support for events, board meetings, or planning sessions

Role Overview

The Director of Operations provides part-time operational, administrative, systems, and coordination support for MnCMN. This role helps keep the organization running smoothly by managing core systems, supporting member and event operations, maintaining practical documentation, coordinating with board and committee leaders, and stewarding the tools and workflows that support member value.

This is a hands-on operations role. The right person will be comfortable working independently, managing details, improving processes, learning association technology, and partnering with volunteer leaders who own strategy, programming, membership, communications, finance, and governance decisions.

Primary Responsibilities

1. Association Operations and Administrative Support

- Support day-to-day operational tasks as prioritized by the President and Executive Committee.
- Monitor and help manage the office@mncmn.org mailbox, ensuring timely response or routing of member, vendor, sponsor, speaker, and general inquiries.
- Maintain practical operating records, templates, process documents, and shared files in Microsoft Teams / SharePoint.
- Support board and committee leaders with logistics, follow-up, documentation, and coordination needs.
- Identify operational risks, gaps, or process improvement opportunities and bring recommendations forward.

2. GrowthZone Administration

- Administer GrowthZone as MnCMN's core association management system, including membership records, event setup, pricing, registration, reporting, email campaigns, forms/surveys, and website calendar updates.
- Manage member records, renewal workflows, billing questions, registration questions, and related operational inquiries.
- Create and maintain event records, registration settings, confirmation messages, attendee lists, and post-event reports.
- Build and send approved email communications through GrowthZone distribution lists and templates.
- Support reporting and segmentation needs for membership, programming, communications, finance, and board decision-making.
- Coordinate with GrowthZone support and pursue training or functionality research as needed to improve MnCMN's use of the platform.

3. Microsoft 365, Teams, and Systems Stewardship

- Administer or coordinate administration of MnCMN's Microsoft 365 environment, including user accounts, licenses, Teams, SharePoint, file structure, permissions, and document hygiene.
- Support Microsoft Teams meeting setup for board, committee, volunteer, and member-facing meetings, including dial-in/audio conferencing capabilities where needed.
- Maintain appropriate backup administration and access continuity for critical systems.
- Coordinate ownership and access for tools such as LinkedIn, Canva, YouTube, GoDaddy, QuickBooks Online, and other platforms used by MnCMN.
- Help ensure key accounts are not dependent on a single individual and that access, recovery methods, and renewal details are documented.

4. Event Operations Support

- Support operational setup and execution for Change Summits, professional development offerings, annual meetings, networking events, and other member programs.
- Partner with Programming and Professional Development leaders, who own speaker/program decisions, to execute registration, communications, reporting, venue, virtual platform, and logistics support.
- Coordinate event-related operational details such as attendee lists, sponsor/location requirements, payment tracking, refunds/cancellations, and post-event attendance reporting.
- Support virtual event logistics in Microsoft Teams and ensure recordings, links, and follow-up materials are handled appropriately.

5. Membership and Member Experience Support

- Support membership renewals, new member records, member inquiries, reporting, and membership campaign execution.
- Prepare membership trend reports, segment analysis, and other data views as requested by the Membership Chair, Executive Committee, or Board.
- Support member communications, survey distribution, survey reporting, and follow-up actions related to member experience.

6. Communications and Website Coordination

- Partner with the Communications Committee to prepare and execute approved email campaigns, event promotions, website updates, and member communications.
- Support LinkedIn and Canva administration as needed, while coordinating with Communications leaders on content direction, brand consistency, and publishing cadence.
- Maintain reusable templates, links, and operational workflows for member-facing communications.

7. Finance, Vendor, and Compliance Coordination

- Partner with the Treasurer, bookkeeper, and tax/accounting partners to support operational coordination for invoices, payment questions, event reconciliation, records, and annual filing support.
- Support documentation and routing of vendor agreements, memorandums of agreement, sponsorship records, and related operational files.
- Help ensure appropriate records are retained and accessible for financial, tax, governance, and operational continuity purposes.

8. Process Documentation and Reporting

- Maintain and improve standard operating procedures, templates, checklists, file structures, and transition-ready documentation.
- Prepare monthly or periodic operations updates for the President, Executive Committee, Board, or relevant committees.
- Document recurring workflows so volunteer leaders and future operations support can understand and sustain the work.

Required Qualifications and Capabilities

- Experience providing operational, administrative, or association support in a nonprofit, membership, professional association, volunteer-led, or small-organization environment.
- Strong working knowledge of association management systems or comparable CRM/member database platforms. GrowthZone experience is strongly preferred.
- Comfort administering Microsoft 365, Teams, SharePoint, user accounts, permissions, licenses, and file structures.
- Ability to manage event registration, member records, email campaigns, reporting, and practical system troubleshooting.
- Strong written communication skills and ability to prepare clear member, board, vendor, and operational communications.
- High attention to detail, follow-through, confidentiality, and judgment.
- Ability to work independently, manage competing priorities, and proactively raise risks or decisions needed.
- Comfort partnering with volunteer board and committee leaders in a collaborative, service-oriented way.

Preferred Qualifications

- Direct experience with GrowthZone administration, including events, membership, communications, reporting, forms/surveys, and website content management.
- Experience supporting Microsoft Teams events or meetings, including audio conferencing/dial-in setup.
- Experience with Canva, LinkedIn company pages, GoDaddy/domain administration, QuickBooks Online coordination, or similar operational tools.
- Experience supporting board operations, meeting materials, minutes, governance records, or committee coordination.
- Familiarity with nonprofit, association, or professional community operations.

Success Measures

- Core systems are administered accurately, securely, and without avoidable single points of failure.
- Members, volunteers, speakers, sponsors, and partners receive timely and professional operational support.
- GrowthZone events, records, communications, billing questions, and reports are handled reliably.
- Microsoft 365, Teams, SharePoint, and related tools are maintained with appropriate access, licensing, and file hygiene.
- Board and committee leaders have the operational support, information, and documentation needed to execute their responsibilities.
- Processes are documented well enough that the organization is less dependent on individual knowledge over time.

Role Boundaries and Decision Rights



This role provides operational support, systems administration, coordination, documentation, and practical recommendations. Strategic decisions, policy decisions, budget approvals, member pricing/benefit changes, major vendor/tooling changes, and governance decisions remain with the Executive Committee or Board as appropriate.

Compensation and Terms

Compensation, contract structure, and weekly hour expectations will be confirmed by MnCMN. The prior Director of Operations agreement reflected a part-time scope of up to 13 hours per week, with flexibility during event-heavy months. MnCMN may adjust the structure, budget, or role model based on future operating needs.

How to Apply

Interested candidates should submit a brief statement of interest and resume or qualifications summary to the Director of Operations Interest Form. Contact Office@mncmn.org with questions about this role.

	<p>Interested in applying? Navigate to the Director of Operations Interest Form or scan the QR Code</p>	
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