

**Job Description: Operations Associate**

*The Operations Associate* is a new position at the Louisville Story Program responsible for supporting key aspects of the organization's work and the work of the Executive Director. These duties will primarily be focused on operations, development, and systems support for our projects. This role is ideal for someone eager to support the mission of LSP by bringing your organizational tenacity and dedication to the table. This role will report to the Executive Director but will also work closely with other members of the team, especially the Director of Operations. Working at the Louisville Story Program allows you to be a part of strengthening our community through story.

**Responsibilities**

***Operations Support (50%)***

1. Manage daily office operations, including checking mail and answering phones/voicemails as needed.
2. Fulfill book orders received through online purchases and from local retailers.
  - a. For example, fielding restock requests from local retailers, making invoices, and packaging and delivering local orders in a timely manner
3. Support accounting management, entering data, and report preparation. Manage receivables and payables, creating checks in Quickbooks for relevant bill payments, and compiling monthly paperwork/reports for our contract accounting firm.
4. Support tracking program data, such as input from past/present authors, project partners, and other stakeholders provided through surveys.
5. Support the logistics and tracking of key metrics associated with our Cultural Equity Action Planning process and future organizational strategic planning.
  - a. For example, LSP may integrate new systems as a result of this process to best track and evaluate our commitment to culture, equity, and belonging.
6. Assist with the supervision of intern students or Work Study students as needed, including scheduling with them and approving necessary timecards or paperwork.

***Executive and Development Support (20%)***

1. Provide administrative support to the Executive Director's outreach efforts.
2. Support the management of the schedule for Board meetings, meeting notes, and meeting follow-up.
3. Regularly enter data to record the organization's contributions and grants into our donor database.
4. Generate/send donor acknowledgment letters on a rolling basis and manage tax receipts as needed.

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**Systems and Project Support (30%)**

1. Provide technical leadership for organizing/storing a growing archive of music, photos, videos, and audio related to LSP projects.
2. Provide preservation and archival operations support by scanning photographs, maintaining storage systems, and monitoring progress toward preservation goals.
3. Provide technical support to LSP staff as we build our archive of oral histories by a) joining staff on community oral history interviews and setting up/operating recording equipment for oral history interviews and managing the resulting files.
4. Keep LSP's growing author/alumni database up to date.
5. Support the organization with tailored research that supports LSP's organizational and project-related goals.

**Other duties**

1. As part of a team, participate in the planning and execution of smaller community events and one signature project launch per year.

**Qualifications / Job Requirements**

The ideal candidate will have the following qualifications. Please still consider applying even if you do not have all of this experience. We are open to candidates who are able and willing to learn.

1. Passion for the Louisville Story Program's mission and work
2. Educational qualifications are flexible depending on the applicant's experiences and skills
3. An asset-based view of underinvested communities grounded in first-hand experience
4. Strong organizational and time management skills with exceptional attention to detail
5. The ability to manage multiple tasks and projects at a time
6. Demonstrated experience with learning new systems and/or software/databases
7. The ability to work independently and as a collaborator
8. A strategic and disciplined thinker
9. Flexible and adaptable

**Location and Hours**

This position requires a full-time presence in the Louisville Story Program's offices during regular business hours, Monday through Friday, 9:00 a.m. to 5:00 p.m. except infrequent occasions when evening/weekend work is required for events.

**Compensation and Benefits**

This is a full-time, 40 hours/week position. The salary range is \$40,000 - \$50,000 based on background, skills, and experience. Louisville Story Program offers full-time employees the following benefits: health, dental, and vision insurance; IRA retirement contributions; and cell phone reimbursement stipend or ability to join the organization's phone plan.

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**Equal Opportunity**

LSP provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, sex, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, leave of absence, compensation, and training. Accommodations are available.

**Statement on our commitment to Diversity, Equity, and Inclusion**

At the Louisville Story Program, we are deeply committed to diversity, equity, and inclusion (DEI) in all aspects of our work. We believe that diversity of backgrounds, perspectives, and experiences strengthens our organization and enhances our ability to fulfill our mission. We are dedicated to creating an inclusive and equitable workplace where all employees feel valued, respected, and empowered to contribute their unique talents. We actively seek to recruit, retain, and develop a diverse team that reflects the communities we serve. We are committed to providing equal opportunities for employment and advancement, and we strive to dismantle systemic barriers to inclusion. Our work in diversity, equity, and inclusion is ongoing and evolving, and we welcome candidates who share our commitment to creating positive change.

**How to Apply**

Email your resume and cover letter to [hello@louisvillestoryprogram.org](mailto:hello@louisvillestoryprogram.org) with “Operations Associate” in the email subject line. If you need accommodations for your application or interview process, please let us know. Interviews are offered on a rolling basis to begin as soon as April 22. Ideally, the right candidate can start by early June 2024.

**About the Louisville Story Program (LSP):**

Founded in 2013, the Louisville Story Program is a 501(c)(3) nonprofit organization based in Louisville, Kentucky. We partner with the communities in Louisville most often misrepresented or underrepresented in public discourse to document their stories in their own words. We offer authors a curious and patient editorial process that culminates in books, magazines, exhibits, and radio programs.

Learn more at <https://www.louisvillestoryprogram.org/>.

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