
Operations & Administrative Coordinator

Position Overview

The Operations & Administrative Coordinator serves as a key member of the Lorain Historical Society team, providing administrative support to the Executive Director while coordinating essential daily operations. This position oversees volunteer coordination, gift shop operations, donor and database administration, and fundraising event support.

The Operations & Administrative Coordinator plays a vital role in ensuring the Society operates efficiently while providing exceptional service to volunteers, donors, members, visitors, and community partners. Working collaboratively with staff, volunteers, and board members, this position supports the Society's mission of preserving, interpreting, and sharing Lorain's history.

Job Summary

The Operations & Administrative Coordinator is a full-time, non-exempt position reporting directly to the Executive Director. This position serves as the primary administrative support for the Executive Director while coordinating operational functions that support the Society's programs, services, and community engagement efforts.

Key areas of responsibility include executive administration, volunteer coordination, gift shop operations, donor and database management, fundraising support, event coordination, and donor stewardship.

Essential Responsibilities & Duties

Executive Administration (30%)

- Provide administrative support to the Executive Director, including preparing reports, meeting materials, agendas, and minutes.
- Maintain organizational files, records, and procedural documentation.
- Respond professionally to phone calls, emails, visitor inquiries, and general correspondence.
- Support board and committee meetings and assist with special projects.
- Collaborate with staff across departments to support organizational initiatives.
- Prepare reports and data related to budgeting, fundraising, grant reporting, and organizational planning.
- Assist with office operations and recommend improvements to administrative processes.
- Perform additional duties that support the Society's mission and operations.

Volunteer Coordination (10%)

- Recruit, schedule, and coordinate volunteers for museum operations, programs, events, tours, and gift shop activities.
- Assist with volunteer onboarding, training, communication, and recognition efforts.
- Maintain volunteer schedules and records while collaborating with staff to identify volunteer needs.

Gift Shop Management (25%)

- Oversee daily gift shop operations, including inventory management, merchandising, and sales activities.
- Manage product ordering, pricing, displays, and point-of-sale procedures.
- Coordinate, train, and support gift shop volunteers.
- Monitor inventory levels, sales trends, and purchasing needs.
- Recommend seasonal merchandise and promotional opportunities aligned with exhibits, programs, and events.

Database & Donor Records Management (5%)

- Maintain accurate donor, member, sponsor, grant, and fundraising records.
- Process donations and charitable contributions while ensuring accuracy, confidentiality, and proper documentation.
- Generate reports, mailing lists, acknowledgements, and donor communications.
- Support donor stewardship efforts and maintain database procedures and documentation.

Fundraising & Event Support (30%)

- Provide administrative support for fundraising campaigns, programs, and community events.
- Manage event registration systems, online forms, ticketing platforms, and attendee communications.
- Prepare event materials, attendance reports, and post-event acknowledgements.
- Assist with event logistics, donor communications, and administrative coordination.

Qualifications

Education & Experience

- Associate degree required; bachelor's degree preferred in business administration, nonprofit management, communications, museum studies, or a related field.
- Three or more years of experience in administrative support, nonprofit operations, retail management, office administration, or a related field preferred.
- Experience with donor databases, CRM systems, or fundraising software preferred.
- Experience coordinating volunteers preferred.
- Retail or gift shop management experience is a plus.
- Experience working in a museum, historical society, nonprofit, or cultural organization is desirable.

Knowledge, Skills & Abilities

Administrative & Technical Skills

- Strong organizational and project management skills.
- Excellent attention to detail and accuracy.
- Proficiency with Microsoft Office Suite and Google Workspace.
- Ability to learn and utilize database, CRM, and organizational software systems.
- Experience preparing reports, correspondence, spreadsheets, and mailing lists.
- Understanding of donor confidentiality and responsible data management practices.

Leadership & Interpersonal Skills

- Excellent written and verbal communication skills.
- Strong customer service and relationship-building skills.
- Ability to work independently while managing multiple priorities.
- Ability to support, coordinate, and motivate volunteers.
- Professional and welcoming demeanor when interacting with donors, visitors, staff, board members, and community partners.
- Strong problem-solving skills and sound judgment.

Personal Characteristics

- Highly organized, dependable, and detail-oriented.
- Passionate about community engagement and local history.
- Positive, flexible, and collaborative.
- Creative and resourceful with the ability to adapt to changing priorities.
- Demonstrates integrity, discretion, and professionalism.

Physical Requirements

- Ability to sit, stand, and walk for extended periods.
- Ability to lift up to 30 pounds.
- Ability to assist with event setup, merchandise displays, and office operations.
- Availability for occasional evening and weekend work related to meetings, programs, and special events.

Position Information

Position Classification: Full-Time, Non-Exempt

Reports To: Executive Director

Work Schedule: Primarily Tuesday–Saturday, with occasional evenings and weekends required for programs, meetings, and special events.

Salary Range: \$40,000–\$43,000

To apply, please submit a cover letter outlining your qualifications, a current résumé, and three professional references to **info@lorainhistory.org**, Attention: Executive Director. Applications will be reviewed as they are received and the position will remain open until filled.

The Operations & Administrative Coordinator is an essential position supporting the continued success of the Lorain Historical Society. Through administrative leadership, volunteer engagement, donor stewardship, retail operations, and event support, this role helps strengthen the Society's ability to preserve and share Lorain's history with the community.

Equal Opportunity Employer

The Lorain Historical Society is an equal opportunity employer and welcomes applicants from all backgrounds. Employment decisions are made without regard to race, color, religion, sex, national origin, age, disability, veteran status, or any other status protected by applicable law.