



JOB TITLE: Operations & Marketing Manager  
REPORTS TO: Executive Director  
CLASSIFICATION: Full-Time, Year-Round  
LOCATION: Boulder, Colorado (Currently Remote)

## OVERVIEW

Paradox Sports is a 501(c)3 nonprofit organization that provides adaptive climbing programs for individuals with disabilities all over the United States. The Operations & Marketing Manager (OMM) reports to the Executive Director (ED) and serves as a member of the Management Team along with the Executive Director and Program Manager(s), contributing to the development and implementation of organizational strategies, policies and practices. This position will also interact with the Board of Directors.

The OMM is a key position; focused on supporting our programming, operations and outward facing presence. As a key position on a small team, the ideal candidate is dependable, hard-working, proactive, collaborative, excels in a fast-paced, evolving workplace and is ready to pitch in on any task when necessary. This position's primary responsibility is ensuring organizational coordination by providing effective management of the organization's day-to-day operational functions including office systems, operations, marketing, financials, communications and human resources. Additionally, this position will be on-point with our marketing initiatives and will manage the annual marketing plan. It will involve knowing our programming intimately and getting elbows deep in the delivery of our mission - *to provide adaptive climbing opportunities that defy convention.*

This job may be adjusted and augmented as the organization grows and additional needs and priorities are identified.

## RESPONSIBILITIES BY FUNCTION:

### Business Management

- Manage and increase the effectiveness and efficiency of information flow and management, business processes and organizational planning; including financials, accounts, budgets, and internal collateral i.e. staff handbook
- Oversee organizational insurance policies, HR, and operations manuals
- Maintain archival and administrative files according to the document retention policy
- Serve as primary liaison to legal counsel in addressing legal and administrative issues e.g. copyright, antitrust, governing instruments, partnerships, licensing, etc.
- Serve as the primary liaison with the Bookkeeper and Accountant
- File periodic annual reports and Charitable Solicitations Registration Renewal, and responsible for ensuring all tax related requirements are met (Form 990, W2s, 1099s, etc)
- Manage all correspondence with the IRS, State of Colorado and City of Boulder
- Oversee monthly and quarterly assessments and forecasts of organization's financial performance against budget, financial and operational goals
- Regular meetings with the Executive Director to improve operational efficiency and coordination
- Drive initiatives in the management team that contribute to long-term operational excellence
- Create and support a satisfying, rewarding work environment where open communication and input are valued

### Marketing

- Co-generate and deliver on annual marketing plan
- Maintain and update the Wordpress website content, plugins and updates
- Oversee the website, program registration pages and database management
- Solicit and post consistent blog posts for website
- Create (In-Design) and distribute Annual Report to stakeholders
- Manage social media (Facebook and Instagram) content, events and engagement
- Create Registration and Fundraising Pages in Salsa Labs platform
- Email marketing communication via Salsa Labs platform including monthly newsletter, quarterly update from ED, program announcements, targeted fundraising campaigns and more
- Manage and ship website orders (books, hats, etc)
- Manage Paradox Sports Ambassador Program including frequent communication
- Create and distribute infographics, one-pagers, advertisements, press releases and other collateral materials
- Edit and update ACI Handbook as needed (In-Design and Illustrator)
- Contribute to team efforts in organizing conferences, special events, tabling, and fundraisers

### Financial Management

- Oversee disbursement of checks for agency expenses.
- Manage bookkeeping, invoices, accounts receivable and accounts payable in QuickBooks
- Monthly reconciliation and production of monthly financial reports.
- Maintain, with oversight by the Executive Director, all bank and investment accounts, and ensure the day-to-day financial operations of the organization
- Payroll input and processing via Zenefits
- Track inventory of fixed assets, branded merchandise, and other assets
- Prepare annual audit and be a liaison with all outside vendors
- Under the direction of the ED, oversee budget management, planning, systems and controls.
- Review and update company policies and procedures as needed
- Manage reimbursement requests and company credit card expense reports in Expensify
- Implementation and annual review of Internal Controls document
- Quarterly Financial Committee meetings

### Program Support

- Manage program refunds, scholarship donations and distribution
- Create marketing materials for all programs including website content, Facebook events, fliers, registration pages, and email communication for upcoming programs or other inquiries
- Manage program platforms such as SmartWaiver, Feedback Forms (Monday.com), and Registration pages (Salsa Labs)
- Outreach and communication with participants and other stakeholders
- Actively participate in Paradox Sports programs in order to better know the community
- Assist with program logistics as needed (hotels, flights, lodging, catering, community partners)
- Track program statistics and data in sustainable and efficient way

### Organizational Effectiveness

- Manage all Human Resource related functions through Zenefits online platform including employee paperwork, hiring processes, compliance, benefits, PTO tracking and holiday, and staff schedules
- Manage office environment: supplies, systems and equipment (virtual supplies ordering)
- Manage day-to-day cloud-based operational platforms such as Monday.com, Expensify, Google Drive, Microsoft 365, and more.
- Manage Google Suite, including Google Voice, and filter email inquiries from info@paradoxsports.org

### QUALIFICATIONS:

- Passionate about the mission of Paradox Sports, the outdoors, and improving the lives of people with differing abilities
- Bachelor's degree (B. A. or B.S.) preferred; or 5+ years related experience
- Strong background and work experience in operations, marketing and/or business management
- Excellent organizational skills and attention to detail
- Ability to handle multiple tasks and roles, patiently and professionally
- Strong interpersonal skills, excellent communication skills both verbal and written
- Capable of working independently and as a member of a small team
- Experience in Financial Management, budget development and budget oversight preferred
- Experience with Adobe Suite (InDesign and Illustrator) preferred
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Experience with outdoor and educational programming and planning preferred
- People with disabilities are strongly encouraged to apply

**BENEFITS:**

- Health Insurance Stipend
- Unlimited Paid time off
- 401K with company match
- Professional Development stipend
- Flexible Schedule

**SALARY RANGE: \$45,000-\$55,000 DOE**

**TO APPLY:**

Please submit all applications (resume and cover letter) online at [www.paradoxsports.org/jobs](http://www.paradoxsports.org/jobs)