



Denver Tramway Heritage Society (Denver Trolley) Job Description: Administrative and Operations Assistant (1 Part-Time Year-Round position)

Title: *DTHS Administrative and Operations Assistant*
Reports To: *DTHS Board of Directors, DTHS Operations Committee*
Location: *Various locations: your home office, the caboose (near 14th and Water Street)*
Pay: *\$20.00/hour - \$25.00/hour, depending on experience (no benefits), reimbursement for mileage*

The Denver Tramway Heritage Society is a 501(c)(3) membership-based, non-profit organization that operates the Denver Trolley (DT) along Denver's South Platte River between Confluence Park and Old West Colfax Avenue. The Trolley is managed, operated and maintained primarily by volunteers. The regular summer operating season runs from Memorial Day weekend through mid-August, in addition to special operations. This is a part-time, year-round position, providing administrative and operations/program support to the organization. The hours are variable and are dictated by the seasonality of the DTHS' programming. In general, there is more work beginning in April and lasting through the summer operating season, and less work during the football stadium shuttle operations (September through December/early January) and the off-season (January through March). During the operating season, the successful candidate can expect to work between eight and 10 hours per week. During the remainder of the year, the successful candidate can expect to work between five and seven hours per week.

DUTIES:

I. Financial

The Administrative and Operations Assistant coordinates day-to-day financial transactions.

Bookkeeping: Gathering documentation and details for day-to-day bookkeeping transactions

- Prepare and take deposits, post details to monthly spreadsheet.
- Track and post debit card and automatic electronic transactions to monthly spreadsheet.
- Work with Board Treasurer to ensure timely and accurate processing of payments and deposits, closing out monthly spreadsheet in a timely manner, and accurate organized management of the organization's files and data.

Payroll

- Gather, verify time submitted, provide info to Treasurer for timely processing of bi-weekly payroll, enter staff hours into COPAC system for payroll processing as needed.
- Distribute (mail or in-person) copies of checks to seasonal staff.
- Manage files.

II. Reporting

The Administrative and Operations Assistant works with the Treasurer to gather and organize data for completing timely reporting to various government and non-governmental agencies as needed.

Public Utilities Commission (PUC)

- Provide ridership and financial details
- CO DR 0525 and Annual Report of Public Utility Intrastate Gross Operating Revenue

Colorado Secretary of State

- Charitable solicitations registrations

Scientific and Cultural Facilities District (SCFD)

- Ridership, volunteer, and financial data for grant requests and grant reports

III. Support to Board of Directors

The Administrative and Operations Assistant provides administrative support directly to the Board of Directors.

Board Meetings (up to 10 meetings per year)

- Work with Board Chair to develop agenda
- Create meeting packet, distribute to Board
- Take meeting minutes, distribute to Board
- Follow up on action items from meeting, as needed

IV. Fund Development

The Administrative and Operations Assistant tracks donations, processes donation acknowledgements, and works with the Board on researching and developing grant proposals and grant reports.

- Donations: receive, record, acknowledge
- Grant proposals for funding: at the Direction of the Board of Directors, research funding opportunities, work with Board to develop proposals
- Coordinate Colorado Gives Day profile updates, outreach to members and community.

V. Data Collection

The Administrative and Operations Assistant tracks and collects data needed for grant proposals, reports, and organizational decision-making.

- Ridership data
- Volunteer hours
- Event data
- Additional data as needed

VI. Membership

The Administrative and Operations Assistant coordinates the membership processes and communicates with members

- Process annual membership campaign: send renewal letters, send documentation to renewing members, send documentation to new members, update membership Google sheet
- Assist with logistics for the annual membership meeting held each November

VII. Operations

The Administrative and Operations Assistant provides support to the Operations Committee as it manages DTHS programs related to Trolley operations.

Staff Recruiting:

- Place seasonal job postings on previously identified internet job sites, monitor placements and refresh as necessary.
- Identify additional internet job sites and post as agreed upon.
- Receive email responses from job sites.
- Vet responses and send complete applications to hiring coordinator.
- Reply to incomplete form letter application responses requesting a refined response.
- Send second-pass applications to hiring coordinator.
- Distribute candidate information to other volunteers at specified times in hiring process.

Volunteer Recruiting

- Place job postings on previously identified internet volunteer recruiting sites, monitor placements and refresh as necessary.
- Identify and recommend potential internet volunteer recruiting sites and post as agreed upon.
- Identify and recommend potential print volunteer recruiting sites and submit copy as agreed upon.
- Identify and recommend potential locations for placing posters for recruiting volunteers and post as agreed upon.

- Identify opportunities for presentations and coordinate scheduling of them.
- Receive email responses from volunteer sites and send to volunteer coordinator.
- Assist with new volunteer open house preparations and operation as requested.
- Assist with annual volunteer recertification meeting as requested.

Staff Onboarding

- Email specified documents to newly hired employees at specified times in onboarding process.
- Assist new employees with connecting with Trolley's scheduling calendar and making entries on it.
- Share contact information among new employees and designated organization members at specified times in onboarding process.

Volunteer Onboarding

- Email specified documents to new volunteers at specified times in onboarding process.
- Assist new volunteers with connecting with Trolley's scheduling calendar and making entries on it.
- Share contact information among new volunteers and designated organization members and seasonal employees at specified times in onboarding process.

Additional Operations Tasks

- Respond to inquiries about charters and group reservations, schedule operations, and notify designated Trolley staff and volunteers.
- Receive daily reports of volunteer hours and record in spreadsheet.
- Notify Volunteer Coordinator when each new volunteer has completed 12 hours of operations.

VIII. Communication and Social Media

The Administrative and Operations Assistant monitors and manages communication received (e-mails, phone calls), and maintains social media and website.

- Pick up and process mail from post office box
- Monitor communication to DTHS through info@denvertrolley.org and programs@denvertrolley.org e-mail accounts
- Monitor DTHS voice mail
- Assist with managing DTHS social media platforms (Facebook, Twitter)
- Assist in updating the DTHS website
- Use MailChimp to create periodic e-newsletters for members-only and main e-mail list

IX. Additional Responsibilities

The Administrative and Operations Assistant will take on additional administrative and programs tasks and responsibilities as agreed upon with the DTHS Board of Directors.

APPLICANT REQUIREMENTS:

- Applicant must have daily internet access and PC/Mac for completing work. Note that DTHS does not have office space.
- Applicant must be proficient in Word, Excel, and Google apps (Gmail, Google Calendar, Google Docs, Sheets, and Google Drive). Familiarity with Publisher and MailChimp and ability to assist in updating DTHS website a plus.
- Applicant must possess a valid automobile driver's license and reliable automobile.
- Applicant must possess a working cell phone.
- Applicants will be subject to a background check through the Colorado Bureau of Investigation.

To apply, please submit a resume and cover letter to jobs@denvertrolley.org.