



# CHICAGO BLACK GAY MEN'S CAUCUS

## Program Operations Manager

### Job Description

#### *Full-Time*

Chicago Black Gay Men's Caucus (CBGMC) is seeking an energetic, diligent, self-motivated team player to join our staff as an Operations Support Specialist. This position offers the opportunity to participate in a broad range of nonprofit management as part of a professional, team-oriented small office. The specialist will play a hands-on role in grantmaking and administration, working in close partnership with the Executive Director and program staff.

The role involves direct relationship management and stakeholder engagement; serving as a technical and professional resource both within and outside the agency; and with executive director oversight, the operations specialist is responsible for supporting and advancing administrative functions of the agency including but not limited to managing project management systems, marketing and communications postings, document management and storage, and other duties as assigned.

Applicants who have previous nonprofit, health, or social program training are strongly encouraged to apply. Successful candidate will be able to demonstrate ability to navigate programming, volunteer and stakeholder management and have excellent communication skills. An understanding of the philanthropic and the non-profit sector is a plus.

### **MORE ABOUT OUR AGENCY**

The mission of CBGMC is to advance health equity among Black gay, bisexual, and same gender loving men by developing community-centered leadership and innovative programs. Our philosophy is that preventing new HIV infections and ensuring healthcare engagement for those living with HIV can only succeed through community-informed models of work.

### **Primary Responsibilities:**

#### **Administration & Operations**

- Assist in preparing staff reports, tracking consultant time, and processing payments.
- Rewrite, format, and proofread resource listings, curriculums, and marketing materials.

- Support agency and board communications through notetaking and sending out resources.
- Support basic office operations such as message triage and filing.
- Submit reports and tasks log using project management software.

### Programming & Events

- Participate in the design and preparation of outreach activities.
- Attend Project staff meetings and participate in community advisory board meetings.
- Keep records of outreach activities.

### Public Relations & Communications

- Build online audience through online platforms, including website, e-newsletter, Facebook, and Instagram to raise awareness of program information.
- Work with Executive Director to refine social media strategy and best practices
- Assist in managing general social media channels (Facebook, Twitter, Pinterest, Instagram, Flickr, YouTube) and editorial calendar to ensure content is timely, relevant, and engaging
- Draft weekly updates and e-newsletters to subscribers
- Prepare weekly reports to track growth and success rates of campaigns
- Keep up to date and informed on new social media trends and adapt accordingly
- Ensure proper messaging is being executed online
- Identify leaders and influencers (internal/external) and engage them
- Document program events and meetings through photo and video

### **Qualifications:**

- At least 2 years of experience in office or clerical work
- At least 2 years of experience in web design and media management
- Adobe Creative Suite and graphic design experience preferred but not required
- A bachelor's degree (or currently enrolled student) in the liberal arts or equivalent work experience
- Ability to take initiative, employ good judgment, and manage projects
- Excellent writing, editing, and proofreading skills
- Exceptional ability to manage details
- Ability to multitask in a fast-paced environment
- Ability to meet deadlines and to anticipate next steps or needs
- Work effectively both independently and as part of a team
- Be available for at least 20 hours a week
- Understands and can utilize emerging platforms, digital media, and web/social media management and measurement tools (e.g. HootSuite, Google Analytics)
- Knowledge of Microsoft Office suite, digital platforms, and content management systems
- Strong working knowledge of email marketing applications (e.g. Constant Contact)

- Collaborative style with the ability to work efficiently across programs, and stakeholders.
- High degree of personal initiative with ability to meet aggressive strategic goals, work independently and thrive within a creative culture.

### **Benefits**

This is a full-time position with insurance and retirement benefits, including health, dental, life, and disability.

### **Salary**

\$40,000 - \$50,000 annual salary. Based on experience.

Interested parties should visit [CBGMC website](https://chicagoblackgaymenscaucus.org/careers/) to complete an application:  
<https://chicagoblackgaymenscaucus.org/careers/>.

Please send questions and concerns to [info@cbtncaucus.org](mailto:info@cbtncaucus.org).

### **Non-Discrimination Policy Statement**

Chicago Black Gay Men's Caucus values all employees and job candidates as unique individuals, and we welcome the variety of experiences they bring to our company. As such, we have a strict non-discrimination policy. We believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law. If you feel that you have been discriminated against, please report to agency leadership as soon as possible. Every complaint will be appropriately investigated.