



POSITION: ADMINISTRATIVE & OPERATIONS MANAGER

Reports to: Executive Director

Position Description:

The Administrative & Operations Manager is responsible for supporting the management, operations and efforts of the Friends of Linden Hill, Inc. and its work to sustain, preserve and share the Linden Hill Historic Estate. They will also provide assistance with wedding and rental showings, customer communications and onsite event support.

- Finance and bookkeeping – 45%
- Communications- 20%
- Administrative assistance- 15%
- Event Support- 15%
- Professional development – 5%

This position is ideal for an individual who is organized, personable, and comfortable balancing client service with hands-on problem solving in a historic setting.

Position Requirements & Qualifications:

- **Communication & Interpersonal Skills:** Ability to communicate clearly and professionally, both orally and in writing, and to work effectively with supervisors, staff, professionals, customers, volunteers, and the general public. Must be able to interact respectfully and non-discriminatorily with people of varying ages, backgrounds, identities, races, religions, and other protected classes.
- **Organization & Independence:** Highly organized with the ability to establish and maintain organizational systems that others can easily use. Ability to manage multiple projects and responsibilities, prioritize tasks, solve problems, manage time effectively, and work independently with limited supervision while maintaining a high level of performance.
- **Administrative & Financial Skills:** Ability to perform clerical, customer service, fundraising, and general office duties. Working knowledge of accounting practices related to budgets, customer payments, sales, accounts payable, and other routine financial operations.
- **Technology Skills:** Working knowledge of Microsoft Office Suite, Canva, QuickBooks, social media platforms, and other relevant technology.
- **Event & Customer Service Experience:** Prior experience in events, hospitality, facilities, customer service, or a related field preferred. Ability to remain calm, professional, and solutions-focused in fast-paced situations and respond effectively to on-site challenges. Willingness to perform hands-on tasks and assist with event needs as necessary.
- **Stewardship & Professionalism:** Ability to enforce estate policies with diplomacy and professionalism and to act as a responsible steward of the historic property during all assigned shifts. Appreciation for historic preservation and mission-driven organizations is a plus.
- **Reliability & Availability:** Reliable, punctual, and able to work occasional evenings for events on weekends, and extended event shifts. Regular administrative work will require a flexible 12-15 hours throughout the year with operational management having more varied needs throughout the year. Event days (usually late Spring through late Fall) may require **10–12 hours of work, including late nights**.
- **Physical Requirements:** Ability to work at a stationary desk as well as an ability to stand and walk for extended periods, lift and carry moderately heavy items, and work comfortably both indoors and outdoors depending on event and operational needs.
- **Other Requirements:** Reliable transportation and a valid Minnesota driver's license required. Employment is contingent upon successfully passing a background check and drug screening.

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Specific Responsibilities:

Within the limits of the Bylaws of the Friends of Linden Hill and the policies established by the Board of Directors, with guidance from the Executive Director, the Administrative and Operations Manager shall:

- Finance and bookkeeping – 45%
 - Maintain financial awareness of general accounting practices.
 - Aid organization's accounting, bill payment, manage invoices, payments, and receipts.
 - Assist in financial matters in relation to sales, customer bookings and rental.
- Communications – 20%
 - Maintain consistent and effective communications with team to keep up to date on upcoming activity and details to help ensure a high level of service.
 - Maintain consistent and effective communication with directorial staff regarding any estate needs, issues or requests.
 - With permission from event goers, guests and visitors, capture photos and video clips for promotional use.
- Administrative and operational assistance – 15%
 - Ensure effective day-to-day operations with active participation in office management, including handling general clerical tasks.
 - Assist in managing and ordering equipment and supplies as needed.
 - Provide needed assistance to committees, volunteers, and members.
 - Represent Friends of Linden Hill in meetings, including taking notes and reporting as needed.
 - Assist in ensuring Friends of Linden Hill is providing excellent guest experiences in all areas of hospitality from tours, events, and rental/lodging.
 - Assist the facilitation of restoration and preservation maintenance by reporting damages and deterioration.
 - Assisting in the monitoring and maintaining of site security.
 - Support the fundraising efforts of the Friends of Linden Hill.
- Event Support- 15%
 - Assist in preparations leading up to an event.
 - Assist with event oversight and support as needed.
 - Assist in excellent estate presentation and care.
 - Assist customers with facility access and performance.
- Professional development- 5%
 - Pursue and complete learning opportunities to gain and strength knowledge in applicable fields.
 - Continued study of specific knowledge of estate history and Friends of Linden Hill.

