



JOB DESCRIPTION

OPERATIONS COORDINATOR

6/21/2024

Part-time, hourly

20-30 hours/week

Hours vary seasonally

Starting salary: \$25/hour

Reports to: Executive Director

Mission

Pianos for People is a small nonprofit organization based in south St. Louis city, with a mission to inspire successful futures by providing free access to the transformational power of the piano. For families and individuals with limited resources, we break down financial barriers and leverage the piano as a gateway to empowerment, community, and self-esteem. We operate a piano school with nearly 300 students at various locations, summer piano camps, and a growing number of outreach programs. We also facilitate the donation of approximately 50 free pianos annually to underserved individuals, families, and the organizations that serve them.

Position Description

The Operations Coordinator will support our Cherokee piano school and the organization as a whole. This role will work supporting the Executive Director in daily duties related to administration, fundraising, events, management of our Cherokee facilities, and public-facing communications as well as the Piano School Director in providing on-site support communicating with students, teachers, and families.

This role has the potential to grow with the growth of the piano school and the general growth of the organization.

Key Responsibilities

1. In coordination with the Executive Director, help maintain PFP's donor database and general records. Assist the Executive Director and Board of Directors in donor stewardship through the generation of acknowledgement letters, newsletters, other communications, and events.
2. In coordination with the Piano School Director, support the piano school by being an on-site liaison, providing support to students, families, and teachers, particularly during lesson times.
3. Assist with marketing and outreach efforts to raise awareness about our value in the community.
4. General office management and other administrative duties as they may arise.

Specific Duties:

- Serve as the primary contact for DonorSnap, PFP's donor management system. This includes processing gifts, keeping up data hygiene practices, and pulling reports.
- Oversee timely and accurate gift acknowledgment process including drafting letters, verifying data, and tracking through completion.
- Support efforts to streamline and improve development processes, including maintaining records and managing data integrity.
- Update and distribute monthly donor stewardship email.
- Support donor-facing events, including the annual gala, and board meetings.
- Assist with monthly gift reconciliation between donor database and accounting ledger.
- Provide on-site support for students, families, and teachers at our south St. Louis location, including helping find materials and supplies and making sure facilities are open and accessible.
- Assist the Piano School Director in maintaining rosters and attendance records for private lessons and group classes.
- Assist the Piano School Director in communicating with students, families, and teachers, including progress reports, surveys, and weekly lesson schedules.
- Support Piano School events like end-of-semester recitals, special performances, and workshops.
- General administrative support for our south City location, including assistance in managing facilities.

Reporting and Working Relationships:

The Operations Coordinator will report to the Executive Director and work closely with the Piano School Director, Piano Donation Coordinator, and Piano Teachers.

The Operations Coordinator may also work with board members, committees, and volunteers for special community and fundraising events, including in support of the annual gala. The Operations Coordinator must be comfortable and effective interacting with a diverse group of stakeholders including high income donors, piano school students and parents, and the general public, maintaining a high level of professionalism at all times as a representative of Pianos for People.

Qualifications and Skills:

- Bachelors degree
- Related experience in a nonprofit office environment is preferred.
- Attention to detail and accuracy, capable of managing multiple tasks, projects, and timelines.
- Previous experience with maintaining a donor database is a plus.
- Demonstrated commitment to diversity, equity, and inclusion.
- Musical experience and knowledge are a plus, particularly related to the piano.
- Bilingual (Spanish) capability is a preference.
- Must be able to work into the evenings and on weekends.
- A passion for sharing and advancing the mission of Pianos for People and supporting it through top quality work and community engagement.

To apply, please submit resume and cover letter to andy@pianosforpeople.org by July 15th, 2024. Please make the subject "Operations Coordinator Application".

Pianos for People is committed to the principle of equal opportunity in employment and in the conduct and operation of its educational programs and activities. Thus, it is the policy and practice of Pianos for People to recruit, hire, train, promote and in all ways provide equal treatment, access and opportunities to all employees, teachers, students, Program Participants, and applicants.