



Ensuring the Waters of the Great Lakes Basin
Are Healthy, Public, and Protected for All

Position Title: Operations Manager

Date Written: 2026
Salary Range: \$53,000-60,000
Reports to: Executive Director
Position Status: At-will employment, Fair Labor Standards Act (FLSA) exempt-level, salaried position based on 40 hours per week. Benefit package, including paid time off and healthcare available, as determined by the board of directors.

POSITION SUMMARY: The Operations Manager at Flow is a skilled problem solver who enjoys anticipating the needs of a dynamic nonprofit organization dedicated to protecting the Great Lakes. This team member coordinates administrative responsibilities for Flow, which include managing email and cloud-based tools (Google Suite), financial management (QuickBooks Online for Nonprofits), CRM (Salesforce) support, board and committee support, staff support, and building management.

KEY DUTIES AND RESPONSIBILITIES:

Office Management (20%)

- Perform daily opening duties, including unlocking doors and preparing the office for staff arrival.
- Greet visitors, answer phones, take messages, receive packages, and maintain a positive public relationship.
- Act as the primary liaison with the building landlord and neighboring businesses for maintenance and shared facility services (e.g., garbage disposal).
- Keep the office, entryway, and kitchen areas tidy, clean, and well-stocked.
- Manage kitchen operations: prepare coffee, load/unload the dishwasher, and order kitchen supplies as needed.
- Manage office supply inventory and oversee the maintenance and repair of office equipment.
- Support general office upkeep, including watering plants and light maintenance tasks.
- Foster and support positive organizational culture.

Technology Administration (20%)

- Administer Google Workspace (Gmail, users, calendar, docs, sheets)
- Management of Flow accounts, users, and passwords
- Troubleshoot IT needs and coordinate assistance when needed

- Monitor and operate Flow's hardware and software
- Organize and operate key virtual/hybrid meetings
- Establish and facilitate best policies and practices for internal Flow communications and risk management

Financial Management (25%)

- Oversee Flow's financial record-keeping in the QuickBooks accounting system
- Work with the Accountant to prepare monthly financial reports to the Finance Committee and the Executive Committee
- Assist the Executive Director in monitoring financial activities and budgets
- Help develop the organization's annual budget
- Correspond with the Accountant to ensure timely and accurate financial documentation
- Record receivables of cash, checks, or credit cards; deposit to bank account
- Enter payables in the accounting system and process payments on a timely basis
- Manage staff reimbursements and credit cards
- Ordering and purchasing, maintain relations with vendors, track Flow accounts
- Renewal of insurance
- Assist staff as needed in grant application, budgeting, reporting, and planning
- Work with the accountant on accurate and timely payments to the Electronic Federal Tax Payment System (EFTPS), ensuring all sales and payroll taxes for Flow are accurate and paid, W-2s are distributed to employees, and accurate reporting of 990s and financial audits
- Work with Accountant to collect W-9s, file 1099s, track payments, assist with contracts, and manage accounts for all Contractors.

Fundraising Support and Database Management (15%)

- With Fund Development team, manage data entry to constituent relations management (CRM) system (Salesforce)
- Maintain and update contact information
- Process, enter in CRM, and file donations
- Create mail merge documents for fundraising purposes
- Train and keep up with best management practices
- Support the development team with events and gatherings
- Prepare and mail acknowledgment letters

Board and Committee Support (10%)

- Take minutes at meetings and distribute to board members
- Compile agendas and supporting materials and distribute
- Send out meeting notifications, RSVP surveys, and updates

Staff Support (10%)

- Working in collaboration with all staff and contributing to policy development and messaging

- Assist with assigned support work from the Executive Director and other staff as needed
- Make travel arrangements

PREFERRED KNOWLEDGE AND EXPERIENCE: Bachelor's degree required and a minimum of 3 years' experience in a related position. The ideal candidate will be able to demonstrate an understanding and commitment to Flow's mission to protect the common waters of the Great Lakes Basin. Prior nonprofit experience and familiarity with conservation, environmental, and Great Lakes issues are desirable.

The Operations Manager will exhibit personal and professional characteristics that include, but are not limited to: superior verbal and written communication and problem-solving skills, detail-oriented, organized, ability to keep multiple projects moving forward with minimal direction, sound judgment, confidentiality and discretion, flexibility and team-oriented approach. Working knowledge of Google Workspace, QuickBooks, and Salesforce strongly preferred.

WORKING CONDITIONS: This position is based at Flow's downtown office in Traverse City, MI, and will require occasional travel in the Great Lakes region, as well as occasional nights and weekends for events and gatherings.

ABOUT FLOW: Flow Water Advocates is a nonprofit, non-partisan organization dedicated to protecting the Great Lakes and safeguarding the public's right to clean, accessible water. Our work is grounded in the principle that water is a commons, held in public trust for the benefit of all. With a staff of legal and policy experts, communicators, and community builders, Flow is a trusted resource for Great Lakes advocates. We help communities, businesses, agencies, and governments make informed policy decisions and protect public trust rights to water. Flow's strategic pillars are: 1) Defending the Great Lakes and other surface waters from specific threats; 2) Protecting groundwater from contamination and advancing its legal recognition as a public trust resource; 3) Ending factory farm pollution through protective regulations and stronger enforcement of rules; 4) Working towards safe, affordable drinking water and strong infrastructure; and 5) Advancing the Public Trust Doctrine as an important legal tool to protect water and other natural resources. For more information about Flow's history, programs, staff, or board visit: www.FlowWaterAdvocates.org.

EQUAL OPPORTUNITY: Flow is committed to fostering, cultivating, and preserving a diverse and inclusive workplace, and seeks a wide range of perspectives and backgrounds. Flow is an equal opportunity employer and does not discriminate in employment, promotion, compensation, or other terms and conditions of employment on the basis of race, sex, sexual orientation, gender identity, color, religion, national origin or ancestry, age, marital status, disability, veteran status, or any other basis prohibited by applicable law.

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