



## JOB DESCRIPTION

Job Title:	Director of Operations	Job Category:	Administration / management
Location:	TROT's Office 9-3 M-F	Travel Required:	Some
Level/Salary Range:	\$25.00 an hour	Position Type:	30 hours
Will Train Applicant(s):	Yes	Reports to:	Executive Director

Applications Accepted By:	
Email or Mail: Email to <a href="mailto:info@trot3cities.org">info@trot3cities.org</a> Mail to PO Box 5108, Pasco, WA 99302 Attn: Board of Directors	

**Position Summary:**The Director of Operations at TROT is responsible for managing daily office activities and supporting various programs. Key duties include handling communications, organizing electronic and hard copy files, coordinating schedules, processing registrations, managing payments, and creating marketing materials. The role requires strong organizational, multitasking, and communication skills, as well as proficiency in Google Drive, Canva, QuickBooks, and Wranglr.

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#### Role and Responsibilities

**Nature and Scope:** Primary duty is to oversee, manage and develop the programs in accordance with the mission of the organization. This role involves coordinating new riders, managing the 5 programs, and overseeing financial and administrative tasks. Manage the day-to day office responsibilities which include, but are not limited to the following:

#### Manage equine activities and therapy programs

- Trotters Club Management: Manage monthly registrations and coordinate schedules.
- Adaptive Riding Season: Plan schedules, handle registrations and payments, and support classes.
- New Rider Onboarding: Create and manage files, update records, and schedule assessments.
- Horses Helping Heroes: Manage applicant files and communicate with the Program Director about class details and schedules.
- Hippotherapy: Coordinate with the licensed therapists to schedule students, handle registrations and payments, and support classes.
- Develop the relationships and provide the bridge to have Path to Success consistent throughout the year
- Occasionally handle equine care with instruction from equine manager

#### Manage the office and the administrative affairs of the organization

- Manage personnel, staff, volunteer staff, and interns
- Collect payments, send invoices, and make deposits
- Answer office phone and respond to emails

#### Organization Support

- Help support the multiple fundraisers throughout the year
- Assist Executive Director with tasks when asked, direct important emails to ED
- Attend occasional community events
- Occasionally present at community functions
- Outreach to schools to develop more community engagement

#### Qualifications and Education Requirements

- 2+ years working and /or volunteering for a non-profit organization preferred
- Proficient with Microsoft Office programs, Google Drive, QuickBooks, and Wranglr(will train).
- Highly organized with the ability to carry out multiple tasks efficiently with little supervision
- Exceptional interpersonal skills, including the ability to successfully communicate with people from diverse backgrounds
- Ability to problem solve and exercise sound judgment
- Comfortable with the special needs' population
- Comfortable with equines
- Minimum of BA/BS degree