

Operations Department

Department Overview:

The Operations Staff (OS) is tasked with the transmission and integrity of all internal and external data, the handling of essential processes and maximizing efficiency therein, and with all event production specifically including kick-off concerts, vFairs, volunteer days, and the Concert in the spring semester.

Additionally, the OS will serve in a consulting capacity for the Nonprofits staff as they plan and execute vMeets.

The OS is empowered to make changes to policies and procedures governing any of the above for legitimate improvement of the organization subject to majority vote by the Board of Directors (BoD). The OS will make decisions for event production autonomously with sufficient oversight from the Executive Director, advisors, and, in a limited capacity, from other BoD members as necessary.

Staff Positions

Executive Director of Operations

The EDO is responsible for ensuring all of the above tasks are handled to the best and full capacity of his or her staff. The EDO's specific duties include but are not limited to:

- Meetings
 - Conduct weekly Operations Staff meetings
 - Attend weekly Board of Directors meetings
 - Attend bi-weekly All-Staff meetings
 - Attend or assist with all major 10K events including but not limited to volunteer fairs, major recruitment pushes, and the concert itself
- Ensure information and processes are handled in a manner efficient for 10K
 - Handle data collection and storage
 - Update and maintain all policies
 - Handle Volunteer Incentive Program
- Oversee Event Production
 - Be informed on all aspects of the event in case the BoD raises specific questions
 - Provide advice or make changes to better the event
 - Ensure all forms are filed correctly and in a timely manner
- Oversee staff morale
 - Ensure staff events occur to encourage fraternity and enthusiasm
- Carry out staff meetings

- Oversee Morale Chair in planning and execution
- Answer EDO e-mail account

Events Chair

The Events Chair will handle all 10K event planning not related to Morale or Nonprofit vMeet activity. These duties include:

- Meetings
 - Attend weekly Operations Staff meetings
 - Attend bi-weekly All-Staff meetings
 - Attend or assist with all major 10K events including but not limited to volunteer fairs, major recruitment pushes, and the concert itself
- Helping to plan and carry out fall and spring vFairs
 - Fill out forms with Guest and Event Services
 - Attend event to help set up and take down
- Helping plan Volunteer Days (MLK DoS, MADD, etc.)
 - Attend meetings
 - Fill out forms as necessary
 - Set-up/tear down
- Plan the Concert
 - Go to person for planning the concert in the spring
 - Handle all logistical needs (forms, purchases, etc.)
 - Oversee Concert Planning Committee
 - May enlist help of any other staffer to accomplish this goal
 - Provide regular updates to EDO
- Any other tasks as assigned by the EDO

Morale Chair

The morale chair is tasked with keeping staff enthusiastic and energized through a reasonably time-consuming and emotionally draining year. Specific duties include:

- Meetings
 - Attend weekly Operations Staff meetings
 - Attend bi-weekly All-Staff meetings
 - Attend or assist with all major 10K events including but not limited to volunteer fairs, major recruitment pushes, and the concert itself
- Plan and carry out monthly staff socials
 - This is intentionally ambiguous to allow flexibility for the Morale Chair
 - Past events have included dinner out (on 10K), potlucks, group volunteering events (to be coordinated with the EDN), movie nights, and 10K Tuesday (downtown together)
- Work with ED to plan All-Staff Meetings
 - Morale will handle icebreakers/energizers and actually run the meeting
 - Morale will develop agendas based on ED's requests
- Encourage staff to attend 10K events (vFair, Student Org Fair, etc.)
- Any other tasks as assigned by the EDO

Logistics Chair

The Logistics Chair will handle all data collection and storage for 10K. He or she will be responsible for website traffic and database management as well as maintaining our storage location. This includes:

- Meetings
 - Attend weekly Operations Staff meetings
 - Attend bi-weekly All-Staff meetings
 - Attend or assist with all major 10K events including but not limited to volunteer fairs, major recruitment pushes, and the concert itself
- Monthly pulls of
 - New registrations and hours logged on the UWJC database
 - Facebook page and group visits
 - YouTube site visits
- Compile that information along with the Google Analytics report into a single report for the BoD (must be done monthly and annually)
- Work with concert producer to develop ticketing process with transparency for both orgs
- Record the number of tickets given to volunteers, VIPs, and concert producer for Concert
- Record the number of people in attendance at Concert
- Create an End-Of-The-Year Report which includes month by month segments of data from reports and a cumulative report as well as tickets given and attendees to the Concert
- Any other tasks as assigned by the EDO

Web Chair

The Web Chair will mostly be tasked with maintaining the website. They will receive training from the EDO and handle information on the site. Additionally, they will communicate with Small Dot Studios (the developer) about site updates, etc. Specific tasks include:

- Meetings
 - Attend weekly Operations Staff meetings
 - Attend bi-weekly All-Staff meetings
 - Attend or assist with all major 10K events including but not limited to volunteer fairs, major recruitment pushes, and the concert itself
- Rearrange the site as tasked by the EDO
- Update material, likely weekly, about volunteering events coming up but also as needed for other parts of the site
- Any other tasks as assigned by the EDO