

ROCKY MOUNTAIN RAPTOR PROGRAM

EXECUTIVE ASSISTANT & OPERATIONS COORDINATOR

Status: Full-time

Location: Fort Collins, Colorado; primarily on-site

Reports to: Executive Director

Compensation: \$48,000–\$58,000 annually, plus benefits

Position Overview

The Executive Assistant, Operations supports the Executive Director and helps ensure the effective day-to-day functioning of the Rocky Mountain Raptor Program. This position strengthens RMRP's administrative systems, financial tracking, volunteer engagement, event coordination, merchandise operations, and internal processes.

Candidates must be highly organized, resourceful, detail-oriented, and comfortable balancing multiple priorities. This role requires sound judgment, discretion, strong communication skills, and the ability to move between big-picture coordination and hands-on implementation.

The responsibilities below provide an overview of the position and are not intended to be an exhaustive list. Duties may evolve based on organizational priorities, program needs, and the individual's skills.

Working Relationships

This position reports to the Executive Director and works closely with RMRP Directors and staff, volunteers, donors, vendors, and community partners.

Primary Responsibilities

Executive and Organizational Support

- Support the Executive Director with organizational priorities, project coordination, communication, documentation, and follow-through.
- Maintain awareness of organizational workflows, deadlines, systems, and operational needs.
- Maintain confidentiality and handle sensitive organizational, personnel, donor, volunteer, and financial information with discretion.

Financial Tracking and Administrative Operations

- Support bookkeeping and maintain accurate financial records in various functions of the organization.
- Reconcile and record all merchandise transactions from sales platforms and donation platforms
- Manage sales-tax licensing, tracking, reporting, and filing related to merchandise and sales activity.
- Support front-office operations, including visitor activity and organization supplies
- Support workplace safety with injury reports, workers' compensation documentation, safety procedures, and other organizational compliance needs.

Volunteer Systems and Engagement

- Coordinate volunteer records, communications, onboarding, recognition, and assigned volunteer activities. Assist with volunteer recognition.
- Support volunteer recruitment, interviews, and onboarding process for non-bird care related volunteers and one-time volunteer opportunities.
- Maintain accurate volunteer data and records in utilized platforms.
- Support background checks and motor vehicle record checks for volunteers and new employees.

Gala and Event Coordination

- Coordinate RMRP events in collaboration with the Development Department, including the annual Gala, Open Houses, and donor activities.
- Gala Project Management:
 - Silent Auction
 - Solicit, curate, photograph, describe, organize, and track Gala auction items and mystery bags.
 - Coordinate auction-donor acknowledgment and thank-you communications.
 - Help plan auction groupings, displays, live-auction items, setup, presentation, and pre-event marketing.
 - Event support:
 - Platform (OneCause) management:
 - Manage OneCause event functions
 - Coordinate transportation and tracking of event materials and auction items.
 - Post-event financial reconciliation and documentation.
- Participate in RMRP's Radical Gratitude donor acknowledgment program.

Merchandise and Gift Shop Management

- Develop and manage the annual merchandise budget.
- Oversee and maintain all merchandise inventory and gift shop platform operations and monthly/quarterly reporting
- Merchandise marketing aspects
- Fulfill online orders and coordinate staff or volunteer assistance as needed.
- Support on- and off-site merchandising for outreach events

Leadership Expectations

As a leader in RMRP, this role is expected to:

- Model professionalism, collaboration, accountability, and respect.
- Support a positive, inclusive, and mission-centered organizational culture.
- Communicate clearly and proactively with staff, volunteers, donors, vendors, and community members.
- Exercise discretion and sound judgment when handling confidential matters.
- Balance hands-on responsibilities with systems oversight and process improvement.

Qualifications

Required

- Relevant experience in nonprofit administration, executive support, operations, volunteer engagement, event coordination, development/donor support, retail management, or a related field.
- Strong, organized project management skills for multiple projects.
- Strong in technology and software platforms - databases, spreadsheets, point-of-sale systems, online platforms, and digital communication tools.
- Experience maintaining financial, donor, volunteer, or other confidential records.
- Ability to work independently, exercise good judgment, and recognize when consultation or approval is needed.

- Commitment to RMRP's mission to inspire the protection and conservation of raptors and the environment.

Preferred

Experience with Square, WooCommerce, Virtuous, RaptorMed, Airtable, OneCause, Venmo, Canva, social media platforms, or similar systems is preferred. Experience with sales-tax administration, financial reconciliation, volunteer databases, or merchandise management is also beneficial.

Work Schedule

This is a full-time position with regular business hours and flexibility to meet organizational needs. Occasional evenings, weekends, and holiday work is required for events, outreach activities, volunteer functions, and other scheduled responsibilities.

How to Apply

Please email a résumé and cover letter to jobs@rmrp.org.

In your cover letter, please address:

1. Why this role and RMRP's mission appeal to you
2. Your working style
3. Your philosophy of effective workplace communication
4. Something meaningful about you that is not included on your résumé
5. Three words your most recent supervisors would use to describe you

Incomplete applications will not be considered.

About RMRP

The Rocky Mountain Raptor Program inspires the protection and conservation of raptors and the environment through excellence in rehabilitation, education, and research. RMRP provides injured, sick, and orphaned raptors with *A Second Chance at Freedom*, delivers conservation education throughout the region, and advances scientific understanding of raptor health and environmental threats.