

Position Title: Business Operations Manager

Department: Administrative / Community & Stakeholder Affairs

Reports To: Chief of Staff

FLSA Status + Type: Exempt/ Full Time

Salary Range: \$70-95K

Position Summary

The Business Operations Manager serves as a central connector across OIPA's internal operations, communications, and community engagement efforts. This role ensures the organization runs smoothly day-to-day while also strengthening relationships with stakeholders and advancing transparent, effective communication.

Working closely with the Chief of Staff, this position supports Board and committee functions, manages office operations, and leads coordination of public-facing communications and community engagement activities. The role requires strong organizational skills, sound judgment, and the ability to navigate both internal priorities and external relationships in a public-sector environment.

Core Responsibilities

Operations, Coordination & Organizational Support

Serve as a key operational hub for OIPA by maintaining organized systems, and ensuring day-to-day administrative functions run efficiently. This includes managing calendars, scheduling meetings, coordinating travel, and supporting staff with administrative needs.

Oversee front-office operations, including reception, vendor coordination, supplies, and facilities support, while maintaining accurate and accessible records such as contracts, resolutions, and contact databases. Support basic financial administration, including reconciliation of organizational cards and routine transactions.

Board, Committees & Public Accountability

Support OIPA's governance processes by coordinating Board and advisory committee activities from planning through follow-up. Prepare agendas and materials, manage meeting logistics, document minutes and action items, and maintain official records.

Ensure all meetings and documentation align with the Nebraska Open Meetings Act and public-sector requirements. Provide ongoing support to advisory groups, including the

Community Advisory Committee (CAC), ensuring alignment between community input and organizational actions.

Communications & Public Information

Lead the coordination and execution of OIPA's day-to-day communications, ensuring information is clear, consistent, and aligned with organizational priorities. Draft, edit, and distribute newsletters, reports, presentations, and other materials that support both internal alignment and public transparency.

Manage content across communication channels, including email, website updates, and social media, helping communicate initiatives, board actions, events, and community updates. Track and maintain basic engagement metrics to support continuous improvement.

Community Engagement & Stakeholder Relations

Serve as a primary point of contact for residents, businesses, and community stakeholders, helping build trust and ensure meaningful participation in OIPA's work. Coordinate and support public meetings, listening sessions, and community events, ensuring they are well-organized, accessible, and responsive to stakeholder needs.

Track community feedback, commitments, and follow-up actions, maintaining organized systems that help translate engagement into actionable insights. Collaborate closely with internal teams to align community input with communications, planning, and implementation efforts.

Qualifications Required

- 3–5+ years of experience in administration, communications, community engagement, or a related field
- Strong written and verbal communication skills
- Highly organized with strong attention to detail and ability to manage multiple priorities
- Proficiency in Microsoft Office and Google Workspace

- Comfortable using office and communication technologies (e.g., video conferencing, scheduling tools)
 - Ability to interact professionally with staff, board members, and the public
-

Preferred Qualifications

- Bachelor's degree in Communications, Public Administration, Business, or related field
 - Experience in public-sector, nonprofit, or economic development environments
 - Experience supporting boards, advisory committees, or public meetings
 - Familiarity with North Omaha community
 - Experience with newsletters, content management systems, or social media tools
 - Basic design skills (e.g., Canva)
-

Work Environment

This role operates across both office and community settings. Standard business hours are expected, with evening and occasional weekend availability required for Board meetings, community events, and public engagement activities. Occasional travel may be required.