

Operations Manager

Jacksonville Onslow Economic Development (JOED)

Full-Time | Exempt | Competitive Salary & Benefits



About JOED

Jacksonville Onslow Economic Development (JOED) supports the community's economic development vision through business recruitment, product development, business retention, and entrepreneurship. We strengthen community assets, foster strategic collaborations between the public and private sectors, and build lasting relationships and partnerships throughout Onslow County that help businesses and communities prosper and thrive.

Position Summary

The Operations Manager is responsible for the day-to-day operations of Jacksonville Onslow Economic Development (JOED), ensuring the organization functions efficiently while providing high-level support to the CEO, Board of Directors, investors, and community partners.

Reporting directly to the CEO, this primarily in-office role oversees office administration, board support, communications, records management, investor relations, grant coordination, and organizational operations. The ideal candidate is organized, proactive, detail-oriented, dependable, and committed to exceptional customer service while managing multiple priorities in a fast-paced, mission-driven environment. This position offers a real opportunity for growth as JOED expands its reach and programs.

Essential Responsibilities

Operations & Administration

- Manage daily office operations and administrative functions.
- Coordinate office equipment, vendors, supplies, incoming mail, and facility needs.
- Develop and maintain efficient administrative systems and procedures.
- Support budgeting, purchasing, invoice processing, and organizational recordkeeping.
- Answer phones, greet visitors, and manage general correspondence with professionalism.
- Coordinate scheduling and meeting logistics using a shared calendar.

Executive & Board Support

- Provide administrative support to the CEO, including calendar management, travel, and meeting logistics.
- Coordinate Board and committee meetings, including agendas, minutes, and meeting materials.
- Maintain governance documents, policies, and official records.

Communications & Marketing

- Coordinate organizational communications, newsletters, reports, correspondence, and presentations.
- In partnership with the CEO, develop and schedule engaging content across JOED's social media platforms.
- Assist with website updates and ensure JOED's digital presence reflects current programs, events, and community activity.
- Prepare and proofread documents, reports, presentations, and outgoing communications.

Investor & Grant Administration

Maintain investor databases and tracking systems, including renewals, sponsorships, contact information and engagement activities.

Support investor communications, acknowledgements, and relationship management.

Flag upcoming renewals and follow-ups to the CEO.

Research grant opportunities and assist with applications, proposals, reporting, compliance, and maintaining a grant calendar.

Records & Organizational Support

Rebuild and maintain accurate digital and physical records and filing systems with consistent naming conventions and structure.

Ensure all documents (contracts, board materials, investor records, correspondence) are current, accessible, secure, and audit-ready.

Coordinate special projects, events, and other initiatives that support JOED's strategic goals.

Qualifications

Three to five years of progressively responsible administrative, operations, nonprofit, local government, or executive assistant experience (high school diploma or GED required; associate's or bachelor's degree preferred).

Excellent organizational, communication, project management, and problem-solving skills.

Proficiency with Microsoft Office 365 (Word, Excel, Outlook) and standard office technology.

Experience with CRM software, website content management, Canva, Mailchimp, grant administration, or social media is preferred.

Professional demeanor, strong written and verbal communication skills, and the ability to interact polished with visitors, callers, and partners.

Highly organized self-starter who thrives in a varied, fast-paced environment and takes initiative.

Core Competencies

Organization and attention to detail

Professional communication and customer service

Relationship building and collaboration

Project coordination and time management

Problem solving and initiative

Confidentiality and professionalism

Adaptability in a mission-driven setting

Compensation & Benefits:

JOED offers a competitive salary commensurate with qualifications and experience, along with a comprehensive benefits package that includes health insurance, retirement benefits, paid leave, and professional development opportunities.

JOED is an Equal Opportunity Employer.

How to Apply

Send a resume and a brief cover letter to mbrandt@joednc.com with the subject line "JOED Operations Manager Application."