

C&O Canal Trust Position Description

TITLE: Operations Associate

REPORTS TO: Office Administrator

LOCATION: **Hybrid**, in office at C&O Canal National Historical Park Headquarters in Williamsport, MD, and telework.

DURATION: Permanent Employee

HOURS: Full-time



Overview

Are you ready to bring your energy and skills to help preserve the largest national park in the Washington, DC, region? The C&O Canal National Historical Park (NHP) runs 184.5 miles along the Potomac River from Washington, DC, to Cumberland, Maryland. It is beloved by over five million people who use it annually for recreation, exercise, and the enjoyment of history and nature. Almost entirely fee-free, it is one of the most accessible and visited national parks in the nation, attracting higher annual visitation than either Yellowstone or Yosemite.

The C&O Canal Trust, the official philanthropic partner to the C&O Canal NHP, is seeking an Operations Associate with a passion for public lands and the nonprofit sector to help build our capacity to provide increasingly robust support to the Park. We are a growing nonprofit that raises funds to preserve and protect the C&O Canal NHP and manage programs that promote the Park's natural, historical, and cultural resources for recreational and educational purposes.

Our role is to engage a community of people — donors, elected leaders, business leaders, recreational visitors, and schoolchildren, who understand the value of and support this wonderful national park.

The Position

The C&O Canal Trust seeks an Operations Associate who will bring a can-do attitude, strong communication and interpersonal skills, and the ability to manage multiple tasks. The ideal candidate will be able to meet deadlines and have a keen attention to detail. This position provides an excellent opportunity for a person looking to pursue a career in professional nonprofit administration to experience and contribute to all elements of the nonprofit business process.

The Administrative Associate reports to the Office Administrator and regularly coordinates with the Canal Quarters Manager. The position is based at the C&O Canal NHP's headquarters building adjoining the Park in Williamsport, Maryland. Trust staff operate under a hybrid model – in-office and telework – to allow for on-site collaboration as well as focused telework time.

Duties and Responsibilities

Accounting/Bookkeeping

- Accurately records incoming funds, bank deposits, and bill payments.
- Imports data from a variety of sources into QuickBooks.
- Collects data required for statistical reporting.
- Manages distribution and collection of HR forms.
- Assists with the annual audit and preparation for quarterly Board meetings.

Customer Service

- Act as the point of contact for general inquiries relating to Trust operations.
- Answer and direct phone calls, with a focus on guest inquiries relating to the Canal Quarters Program.
- Provide “on-call” weekend support to guests of the Canal Quarters Program.
- Update Canal Quarters booking software to reflect reservation modifications and cancellations.
- Join Canal Quarters meetings as needed to collaborate with team members on a variety of operational functions.

All staff members are required to assist with general organization-wide duties and at major events. Moderate weekend work will be required. Compensatory time off is available.

Qualifications

- Associates degree in Business Administration or Accounting.
- 1-3 years of relevant secretarial, accounting, and customer service experience, preferably in the nonprofit sector.
- Excellent computer skills and clerical-business machine skills.
- Experience with accrued accounting principles using QuickBooks Online accounting software.
- Technically savvy and able to learn new software.
- Excellent communication skills and exceptional attention to detail.
- Ability to manage multiple priorities and meet deadlines.
- Flexible and self-motivated, able to work both independently and as part of a team.
- Personal qualities of integrity, credibility, and a commitment to and passion for the C&O Canal Trust’s mission.
- IT skills (PC troubleshooting, database management, Microsoft Office Suite proficiency.)
- Useful but not required: Knowledge of WordPress, backend website systems, and booking software

Physical Demands and Safety

Most work is performed in an indoor, office environment. Outside activities will occur with conditions varying by location and environment. The Park covers 184.5 miles along the Potomac River and touches many communities.

Travel

The main work location will be at the Trust offices in the C&O Canal National Historical Park Headquarters in Williamsport, Maryland. Occasional travel to locations throughout the Park will be required. Mileage reimbursements are offered.

Salary Range and Benefits

The salary range is \$40,000 - \$42,000 based on experience and the ability to meet the required responsibilities. The Trust offers a competitive benefits package including partial telework, 100 percent employer-paid health insurance premiums; vacation, sick, and personal leave; 14 paid holidays; and the C&O Canal Trust's Simple IRA retirement program (up to 3 percent employer-matched).

Equal Employment Opportunity

The C&O Canal Trust is committed to providing equal employment opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, disability, sex, or age.

To Apply

Please submit a cover letter, resume, and three references to Jane Neff, Office Administrator, at jobs@canaltrust.org by Friday, February 14, 2025.