

Operations Manager Report to the Board

January 8, 2018

From Jennifer Brunk

Hours –

16.25 Dec 3-9, 2017

32.75 Dec 10-16

25.0 Dec 17-23

7.0 Dec 24-30

81.0 Total – average of 20.25 hours per week

Management of Season Calendar and Holiday Concert

- 1) Communicated with Third Reformed Church and Christ Memorial Church concerning confirmation of and details for upcoming performances
- 2) Confirmed and met with audio engineer prior to Holiday concert
- 3) Met with Patrick Coyle
- 4) Assisted with front of house operations for Holiday concert
- 5) Returned phone calls and emails regarding questions about mid-year auditions
- 6) Communicated with Tulip Time staffer to establish connections and answer her questions

Finances

- 1) Prepared financial reports for Executive Committee meeting and Board meeting
- 2) Completed bank reconciliations
- 3) Met with payroll specialist, Mary Benedict to reconcile QuickBooks payroll tax questions
- 4) Filed quarterly payroll reports
- 5) Entered and deposited income from Holiday Concert ticket sales
- 6) Entered and deposited year end gifts and program ad payments
- 7) Entered all accounts payable and processed checks in timely manner
- 8) Logged receipts from PayPal, Eventbee and Square into QuickBooks
- 9) Prepared financial comparison for 2016 and 2017 holiday concerts

Development

- 1) Prepared all needed materials and mailing lists for year-end letters
- 2) Attended year-end mailing night with board members
- 3) Met with Qua-Lan Engels to discuss development committee planning
- 4) Met with Pam Pierson to provide orientation for the grants she will be handling
- 5) Assisted Pam with submitting Park Township final report and 2018 grant application
- 6) Prepared specialized year end gift requests for selected major donors
- 7) Created donor list for inclusion in holiday concert program insert
- 8) Processed donations, prepared thank you letters for Carol Bechtel's signature

Administrative

- 1) Met with Liz Colburn to discuss how to arrange for a digital marketing intern from Hope or other local colleges, provided initial draft of the internship description
- 2) Renewed web domain name contract with Network Solutions
- 3) Coordinated communication among staff, board, singers, community inquiries
- 4) Ordered music, picked up and processed incoming mail, emails and voice messages, procured office supplies
- 5) Handled inquiries for Dickens Carolers

Tickets

- 1) Met with Sally Z to attend to ticketing and other matters
- 2) Collected holiday concert ticket receipts and stubs, tallied results, made deposit and reported on attendance