

CONFERENCE *for* MERCY HIGHER EDUCATION

JOB TITLE: Operations and Events Manager	FLSA STATUS: Exempt
DEPARTMENT: Conference for Mercy Higher Education (CMHE)	REPORTS TO: Executive Director
DATE: 12/2024	

The mission of the Conference for Mercy Higher Education (CMHE) is the preservation and development of the core Catholic identity and mission of Mercy higher education in accord with the spirit, mission, and heritage of the Sisters of Mercy.

JOB PURPOSE

The Operations and Events Manager plays a leadership role in advancing CMHE's mission, supporting the Mercy Higher Education Covenant, and strengthening the network among the Mercy colleges/universities in the United States. The Operations and Events Manager oversees the administrative operations of the Conference, leads the planning and execution of events, and manages CMHE's communications including website content. This position is a key team member collaborating with the associate director and executive director on strategic initiatives, while reporting to the executive director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plan and coordinate mission assessment peer review processes and site visits (mission self-study, mid-point reviews, and biennial conversations) including managing correspondence and issuing sponsorship certificate.
- Oversee the lifecycle of events – from initial concept to post-event analysis – organizing program registrations (including lodging, meals, and billing) while ensuring clear communication with registrants.
- Serve as the primary point of contact for all event logistics, providing on-site and virtual support to ensure seamless program execution. This can also include identifying new venues for events.
- Manage the sponsorship invoice process by issuing invoices twice per year, tracking collections, providing reminders, and ensuring accurate and timely financial reporting. This also includes managing the annual request and collection of sponsorship assessment data.
- Lead efforts to promote and enhance existing student programs (e.g., DC Mercy Justice and Mercy at the UN) while identifying and developing new opportunities for student engagement.
- Assist in editing of CMHE documents ensuring alignment and professionalism of CMHE goals and standards.
- Manage and maintain CMHE's directory information for various affinity groups ensuring accuracy and accessibility.
- Develop and implement strategies to improve external communications including contributing to Mercy Now and maintaining CMHE's website and the Basecamp resource repository.
- Continuously evaluate and improve administrative processes, identifying opportunities for greater efficiency and impact.
- Other duties as assigned by the Executive Director.

QUALIFICATIONS:

Education, Competencies and Experience

- Understanding of Catholic Social Teaching and Catholic Intellectual Tradition in higher education.

THE PRECEDING IS INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY THE INDIVIDUAL(S) ASSIGNED TO THIS JOB. THEY ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF THE RESPONSIBILITIES, DUTIES AND SKILLS REQUIRED OF THE INDIVIDUAL(S) SO CLASSIFIED.

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- Appreciation for the Mercy charism and a willingness to engage more deeply in Mercy.
- Bachelor's degree required; Master's degree preferred.
- Experience in Catholic higher education preferred.
- Strong technological skills including experience with Microsoft Office Suite, Zoom and other conferencing technology, and cloud-based software. Willingness to continuously evolve technological knowhow as tools emerge.
- Proficiency with budget management and accounts payable and receivable processing.
- Five or more years of experience organizing events, retreats, and meetings including working with contracts and insurance.
- Effective written and oral communication skills.
- Attention to detail is an essential skill.

WORK ENVIRONMENT

- Full-time.
- Remote position and with preference given to candidates residing in Indiana, Maryland or Pennsylvania.
- Travel required particularly during the academic year typically September through May.
- Occasional after hours and weekend work in lieu of typical business hours.

AMERICANS WITH DISABILITY SPECIFICATIONS

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; speak; hear; use hands to handle objects. The employee may be required to occasionally bend, stoop, twist and/or lift and carry up to 20 lbs.,
- The employee will be required to operate office equipment such as computers, telephones and fax machines and work with manual filing systems.
- The employee needs the ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedures, and manuals. Ability to speak effectively with other employees, members, and supervisors.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

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I have reviewed and understand the essential functions of this job description in a safe manner and in accordance with established procedures. I further acknowledge that this job description is a general description of the duties of this position and my supervisor may require changes in responsibilities from time to time. I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself, and that such termination can be made with or without notice.

Employee Name

Date

Supervisor/Manager Name

Date

CMHE Board Chairperson

Date

Please check one box:

- I can perform each function without accommodations.
- I require the following accommodations to do all required functions:
