



# Operations Manager

## Summary

**Status:** Full-Time; Exempt

**Starting Salary:** \$55,000 - \$60,000 + benefits package

**Reports to:** Controller

**Schedule:** Monday–Friday, 8:30 a.m.–5:00 p.m.

**Summary Description:** The Operations Manager supports Indiana Landmarks' operations by developing, implementing, and maintaining the systems, processes, and tools that ensure consistent and effective day-to-day execution across the organization. This role is responsible for establishing clear workflows, documenting and maintaining standard operating procedures (SOPs), and ensuring consistent use of operational systems and practices across departments. The position contributes to organizational efficiency, accountability, and long-term effectiveness by building and sustaining reliable operational infrastructure.

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## Details

### Organization

A private nonprofit supported by a diverse membership base and guided by a volunteer Board, **Indiana Landmarks** revitalizes communities, strengthens connections to our diverse heritage, and saves meaningful places. From its state headquarters in Indianapolis's historic Old Northside neighborhood, the organization operates eight regional offices across the state. These offices, staffed by dedicated professionals, provide expertise and resources to help local communities save and repurpose historic sites. Indiana Landmarks' wide-ranging operations include grant and loan programs, rescuing and rehabilitating endangered properties, buying and selling real estate, easement protections, preservation advocacy, and educational initiatives including tours, lectures, workshops, publications, and partners on a major annual statewide conference.

### Position Description

Based at Indiana Landmarks' headquarters in Indianapolis, the Operations Manager is responsible for strengthening the organization's operational systems and processes. This position oversees the development, implementation, and management of workflows, documentation, and systems that support efficient execution across departments, ensuring operational practices are clearly defined and consistently applied.

Reporting to the Controller, the Operations Manager works independently to identify gaps in processes and systems, develop practical solutions, and ensure their implementation, adoption, and ongoing maintenance. Responsibilities include establishing and maintaining SOPs, supporting the effective use of organizational tools, and upholding operational standards across teams.

Working closely with staff across departments, the Operations Manager ensures systems are well-structured, processes are clearly documented, and day-to-day work is executed reliably. The role is

accountable for maintaining and refining these systems over time to support evolving organizational needs and contributes to organizational effectiveness by maintaining clarity, structure, and accountability in how work is performed.

### **Process Design, Documentation, and Governance**

- Define, develop, and implement standard operating procedures (SOPs) and workflows that establish consistent practices across the organization
- Own the full lifecycle of process documentation, including drafting, rollout, training, enforcement, and ongoing refinement
- Maintain a centralized, well-organized repository of SOPs, templates, and operational documentation
- Identify gaps or inefficiencies in workflows and implement practical improvements
- Review and update processes to ensure accuracy, usability, and alignment with day-to-day operations

### **Systems, Tools, and Operational Infrastructure**

- Own and maintain internal operational systems, including file structures, documentation platforms, shared tools, and collaboration environments
- Design and maintain the structure and governance of internal systems, including Microsoft Teams architecture, file storage, and the organization's internal knowledge hub
- Establish and document standards for system organization, usage, access, and long-term maintenance
- Manage and evaluate operational tools and vendors (e.g., CRM, file systems, collaboration platforms), including issue resolution and system improvements
- Evaluate, select, and implement new systems and tools, including vendor review, testing, rollout, and documentation

### **Data, CRM, and Information Management**

- Maintain and enhance CRM and database systems to ensure usability, structure, and data integrity
- Define standards for data entry, structure, and reporting practices across teams
- Monitor data quality and resolve inconsistencies or system-related issues in coordination with internal teams or vendors
- Ensure data systems support long-term storage, accessibility, and effective knowledge management

### **Training, Adoption, and Organizational Enablement**

- Develop training materials, process guides, and job aids to support system and process adoption
- Deliver training and provide ongoing support to ensure effective use of systems and workflows
- Lead rollout and implementation of new tools, systems, and processes across departments
- Identify and address gaps in adoption through targeted training, reinforcement, or process adjustments

### **Accountability, Compliance, and Operational Standards**

- Establish and enforce expectations for consistent use of systems, workflows, and documentation across the organization
- Monitor process adherence and address gaps, inconsistencies, or breakdowns in execution
- Ensure staff and managers adhere to defined processes and operational standards
- Maintain and document operational policies, including standards for file management, documentation, data handling, system use, and use of AI tools
- Develop and maintain practices for system access, permissions, data governance, and information lifecycle management

### **Operational Effectiveness and Continuous Improvement**

- Assess whether systems and processes support current and emerging organizational needs
- Update workflows, tools, and documentation to accommodate new initiatives, scale, or operational changes

- Identify inefficiencies and implement practical, sustainable improvements
- Ensure operational systems remain effective, well-maintained, and scalable over time
- Work with staff to understand workflows and support consistent implementation across teams

*Please note that this job description is not intended to provide a comprehensive list of the activities, duties, or responsibilities required of the employee for this position. Duties, obligations, and activities may change at any time.*

### **Organizational Commitment**

As a member of our team, every employee is expected to:

- **Embrace Change and Growth:** Demonstrate adaptability and resilience as the organization evolves, maintaining a positive, solution-oriented approach to shifting priorities, processes, and goals
- **Align with Strategy:** Understand how individual responsibilities connect to the organization's mission, vision, and strategic priorities, and actively contribute to achieving these goals
- **Foster Collaboration:** Work effectively across teams and departments, share knowledge and resources, and build strong, respectful relationships with colleagues
- **Communicate Openly:** Promote a culture of trust through clear, constructive, and inclusive communication, offering and receiving feedback to strengthen individual and team performance
- **Innovate and Improve:** Identify opportunities to enhance processes, services, and systems by contributing ideas and creative solutions that support ongoing improvement
- **Commit to Learning:** Engage in ongoing professional development, remaining curious and open to new tools, methods, and perspectives that enhance effectiveness and adaptability

### **Qualifications:**

- Bachelor's degree in business, nonprofit management, operations, or a related field, or equivalent combination of education and experience
- 2-5 years of relevant experience in operations, systems management, process improvement, or a related area
- Demonstrated experience designing, building, and implementing operational systems, workflows, or tools with a high degree of ownership
- Experience managing or maintaining CRM systems, databases, or internal operational tools
- Strong ability to create structure and organization in complex or unstructured environments
- Comfort performing hands-on work, including writing documentation, organizing systems, and troubleshooting issues
- Ability to take ownership of a function and manage it independently with minimal supervision
- Experience implementing new processes or systems and ensuring adoption across teams
- Strong attention to detail and focus on accuracy, organization, and consistency
- Ability to manage multiple projects and follow through to completion
- Strong problem-solving skills with a focus on practical solutions
- Adaptability and willingness to learn new processes and contribute to ongoing improvements in a fast-paced, dynamic environment
- Commitment to Indiana Landmarks' mission, values, and steadfast support for equity and inclusion
- Belief in community revitalization rooted in preservation and heritage
- Residency in Indianapolis or willingness to be physically present in the Indiana Landmarks Center at 1201 Central Avenue, Indianapolis, home of our headquarters

**Benefits and Work Environment:**

Salary Range: \$55,000 - \$60,000 annually

- **Comprehensive Benefits Package:** Health, dental, vision, and life insurance; retirement plan with employer match; and additional employee benefits
- **Work-Life Balance:** Fourteen paid holidays, generous vacation time, and dedicated staff appreciation days
- **Impactful Work:** Opportunity to shape the future of an organization committed to preserving historic places and stories that stand the test of time
- **Supportive Environment:** Collaborate with a team that values your contributions, fosters professional growth, and encourages leadership and teamwork

**Physical Requirements:**

The physical demands described below represent those that an individual must meet to perform the essential functions of this position successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Ability to work effectively in a fast-paced office environment
- Ability to sit or stand for extended periods and move intermittently throughout the workday
- Ability to push, pull, lift, carry, or move objects weighing up to 10 pounds
- Strong speaking and listening skills
- Adequate sensory abilities, including clear vision, good hearing, and manual dexterity
- Ability to perform focused work with close attention to detail
- Proficiency in operating standard office equipment, including computers, copiers, and telephones
- Ability to interact professionally with others in person, by phone, email, and written correspondence
- Ability to drive as needed for organizational business

**How to Apply:**

Send a resume and cover letter to Madonna Wagner, [mwagner@indianalandmarks.org](mailto:mwagner@indianalandmarks.org), by June 24, 2026. Applications will be reviewed on a rolling basis, but all received on or prior to this date will be given consideration.