



Job Description: Director of Operations

Description:

This position, reporting to the Executive Director of The Nuxhall Foundation, will provide primary oversight for operations at The Joe Nuxhall Miracle League Fields. In addition, this position will provide assistance to The Nuxhall Foundation's other initiatives, including The Joe Nuxhall Scholarship Fund, The Joe Nuxhall Character Education Fund, and other fundraising/administrative support. Upon opening of The Hope Center, the Director of Operations will also assume primary operational oversight of that facility in addition to all other responsibilities.

Job Responsibilities:

Miracle League Operations:

- Provide primary oversight and leadership of operations at the Joe Nuxhall Miracle League Fields.
- Manage collaborative partner organizations to ensure delivery of league objectives (partnerships with the Great Miami Valley YMCA, Therapeutic Recreation for the Disabled, Metzcors, Mercy Health and more).
- Provide leadership for Gameday events and experiences (ex. Special events, celebrity appearances, etc.).
- Manage membership for the Skidmore Sales Mini Golf Club.
- Ensure quality facility operations and lead enhancement and improvement projects (video boards, mascot program, concessions, playgrounds, etc.).
- Respond to all inquiries for involvement in the leagues from potential players, families, volunteers, and other community stakeholders.
- Create and manage new gameday initiatives (ex. Bucket band, welcome team, mini-golf outing, etc.).

Facility Rentals & Group Visits

- Manage all facility rentals from outside clients and community groups.
- Manage the schedule of facility usage.
- Work with clients to understand their facility needs and ensure all planning and pre-event communications.
- Serve as the on-site manager for all facility rentals.
- Work with local community programs serving children and adults with special needs and disabilities to host day visits.
- Assume eventual management of all school visits, including scheduling, coordination, volunteer management, and more.

Volunteer Management

- Create a robust volunteer experience, including recruitment strategies, retention plans, and management of all volunteer opportunities.
- Oversee and manage volunteers in audio-visual groups, mascot performances, and other operational areas.
- Host regular training programs and educational programs for volunteers to enhance their performance.

- Recruit new volunteers by attending community events and hosting informational meetings and one-on-one meetings with potential volunteers.
- Manage all volunteer schedules, and create/maintain a database/record of volunteers in Bloomerang Volunteer.
- Schedule volunteer representation for community events (ex. Redsfest, parades, community fairs, etc.).
- Manage and schedule volunteer groups.
- Coordinate and execute volunteer appreciation events.

Internship Management

- Recruit, manage, and maintain all interns.
- Host and deliver all training for interns.
- Hold regular meetings with interns to discuss goal-setting, responsibilities, and professional development.
- Work closely with interns and enlist them to manage projects and initiatives.
- Write recommendation letters and support interns in their career goals.

Mascot Program Management

- Manage the performance schedule for JNMLF mascot Joey The Can-Do Kangaroo.
- Recruit new performers and train them to perform.
- Respond to all community inquiries for mascot appearances.
- Manage our Joey The Can-Do Kangaroo School Visit (Assembly) Program, including communication and scheduling with schools, billing, volunteer recruitment, and delivery of workshops.

Miracle Series

- Provide primary oversight for traveling baseball program, including play recruitment, transportation/hotel booking, collaboration with other leagues, event details, uniform and material orders, and more.

Event Leadership & Support

- Serve as the primary event lead for the following events:
 - NUXY Bash (Celebrity Softball Game)
 - Miracle League Fields Opening Day Parade
 - Cruise In For Kids Car Show
- Provide event planning and operational assistance for:
 - The Miracle Ball
 - Leading Ladies Night Out
 - The Joe Nuxhall Memorial Golf Outing

Family Relations & Support:

- Serve as the primary point of contact for Miracle League athletes and families.
- Proactively support families, particularly during times of need.
- Conduct assessments, focus groups, and evaluations to determine effectiveness and quality of programming.

Community Relations:

- Host community organizations and other visiting groups for tours at the Joe Nuxhall Miracle League Fields.
- In conjunction with the Executive Director, represent The Nuxhall Foundation at community events and programs, and serve as an ambassador for Joe Nuxhall's legacy.

Fundraising Support

- Assist the Executive Director with donor relations strategies, including donor communication, event planning, community event support, and more.
- Assist with fundraising and campaign support for the Heading for Hope Capital Campaign.

- Help to manage external fundraising events (ex. Fundraisers hosted by Miracle League families, golf outings hosted by community supporters, Jungle Jim's Beerfest partnership, etc.).

Additional Administrative Duties:

Assist as needed with:

- Web Design
- Social Media
- Marketing
- CRM / Donor Database
- Accounting / Donation Processing

Hope Center Responsibilities:

Upon opening of The Hope Center (expected early 2028), the Director of Operations will:

- Manage all partner organizations and relationships within the facility.
- Provide oversight of building operations.
- Manage all facility rentals, school visits, and community group visits.
- Manage all educational program offerings in the Community Room.
- Create new partnership opportunities with community organizations, social service agencies, health programs, and more.
- Lead and manage the Greater Cincinnati Special Abilities Hall of Fame.

Position Information:

- Mostly in-person position with required presence at all Miracle League events, facility rentals, etc.
- Irregular hours based on events at the Joe Nuxhall Miracle League Fields. In-season, nights and weekends will be regularly required.

Salary:

The anticipated salary for this position is between \$57,500 and \$70,000 annually, based on experience.