

Operations Manager
Islamic Society of Allentown
Allentown, PA

ORGANIZATION BACKGROUND

Founded in 2004, the Islamic Society of Allentown (ISA) is a registered 501(c)(3) non-profit organization serving the local Lehigh Valley community through a host of religious and social programs.

VISION AND MISSION

Our **vision** is to uplift the local community by fostering a sense of unity that embodies Islamic values and develops well-rounded members of society.

Our **mission** is to educate the Lehigh Valley community about the tenets of Islam by providing educational, religious, social, and economic services to all those in need.

POSITION SUMMARY:

The Operations Manager ensures smooth daily operations at ISA under the Executive Director's guidance. This hands-on role focuses on administrative efficiency, facility upkeep, and operational support. We seek a detail-oriented, tech-savvy professional with a positive, service-minded attitude who can manage multiple priorities in a faith-based setting.

KEY RESPONSIBILITIES INCLUDE:

Administrative Operations (40%)

- Manage office communications including phone, email, and correspondence
- Maintain organized digital and physical filing systems
- Process incoming/outgoing mail and manage office supplies inventory
- Schedule and coordinate facility usage for programs, meetings, and events
- Build and maintain accurate databases for vendors, partners, and volunteers
- Generate basic reports and documentation as needed
- Provide direct support to the Executive Director

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Facility Management (30%)

- Coordinate routine maintenance tasks and track maintenance schedules
- Serve as primary contact for service providers and contractors
- Ensure prayer hall, classrooms, and common areas remain clean and functional
- Maintain inventory of facility supplies and equipment
- Oversee safety compliance including inspections and documentation
- Prepare facilities for Jumu'ah prayers, programs, and special events
- Support the security team with basic facility access management

Financial Processing (15%)

- Process vendor invoices and reimbursement requests
- Assist with donation entry and basic accounting tasks
- Maintain organized financial records
- Support budget tracking for departments and programs
- Prepare financial reports from existing templates

Event & Community Support (15%)

- Coordinate logistics for community events and programs
- Assist with volunteer scheduling and coordination
- Create basic marketing materials using Canva and similar tools
- Make simple updates to website content
- Support community communications through established channels

QUALIFICATIONS:

Required Skills & Experience

- Associate's degree or equivalent
- 2+ years of administrative or office management experience
- Strong organizational abilities with excellent attention to detail
- Proficiency with Google Workspace and Microsoft Office
- Basic knowledge of database systems and record-keeping

Operations Manager
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Allentown, PA

- Clear written and verbal communication skills
- Self-motivated with ability to prioritize tasks independently

Preferred Qualifications

- Experience in religious organizations or nonprofit settings
- Basic knowledge of accounting principles and financial record-keeping
- Working knowledge of WordPress, Canva, and social media platforms
- Experience coordinating volunteers and community programs
- Understanding of basic facility maintenance needs
- Familiarity with donor management systems

WORK ARRANGEMENT:

- Full-time position (40 hours/week) based on-site at ISA
- Core hours Monday-Friday
- Some evening and weekend hours required for community programs
- Competitive salary based on qualifications and experience
- Performance-based annual bonus opportunity

SALARY:

- Market rate depending on experience. Eligible for annual performance based bonus.

HOW TO APPLY:

- Please submit your resume and a cover letter outlining your qualifications and relevant experience to bd@isallentown.org with the subject "OM Application" written in the subject line. Applications will be accepted until the role has been filled. We thank all applicants for their interest.
- ISA is committed to creating an inclusive environment that welcomes and values diverse backgrounds and perspectives.