

### C&O Canal Trust Position Description

<b>TITLE:</b>	Operations Associate
<b>REPORTS TO:</b>	Director of Finance & Administration
<b>LOCATION:</b>	<b>Hybrid</b> , in office at C&O Canal National Historical Park Headquarters in Williamsport, MD, and telework.
<b>DURATION:</b>	Permanent Employee
<b>HOURS:</b>	Full-time



### Overview

**Are you ready to bring your energy and skills to help preserve the largest national park in the Washington, DC, region?** The C&O Canal National Historical Park runs 184.5 miles along the Potomac River from Washington, DC, to Cumberland, Maryland. It is beloved by the roughly five million people who use it annually for recreation, exercise, and the enjoyment of history and nature. Almost entirely fee-free, it is one of the most accessible and visited national parks in the nation, often attracting higher annual visitation than either Yellowstone or Yosemite.

The **C&O Canal Trust** is the official nonprofit philanthropic partner to the **Chesapeake & Ohio Canal National Historical Park**, working in partnership with the National Park Service to preserve and enhance the park's natural, historical, and recreational resources. Our mission is to engage communities and inspire stewardship to support the park's preservation for future generations. We are a passionate team driven by a love for the outdoors, cultural heritage, and public service.

Our role is to engage a community of people — donors, elected leaders, business leaders, recreational visitors, and school children, who understand the value of and support this wonderful national park.

### The Position

The C&O Canal Trust seeks an **Operations Associate** who will bring a can-do attitude, strong communication and interpersonal skills, and the ability to manage multiple tasks. The ideal candidate will be able to meet deadlines and have a keen attention to detail. This position provides an excellent opportunity for a person looking to pursue a career in professional nonprofit administration to experience and contribute to all elements of the nonprofit business process.

The Operations Associate reports to the Director of Finance & Administration and regularly coordinates with the Canal Quarters Manager. The position is based at the C&O Canal's headquarters building, adjoining the park in Williamsport, Maryland. Trust staff operate under a hybrid model – in office and telework – to allow for on-site collaboration as well as focused telework time.

## **Accounting/Bookkeeping**

- Accurately records incoming funds, bank deposits, and bill payments.
- Imports data from a variety of sources into QuickBooks.
- Collects data required for statistical reporting.
- Manages distribution and collection of HR forms.
- Assists with the annual audit and preparation for quarterly Board meetings.

## **Customer Service**

- Act as the point of contact for general inquiries relating to Trust operations.
- Answer and direct phone calls, with a focus on guest inquiries relating to the Canal Quarters Program.
- Provide “on-call” weekend support to guests of the Canal Quarters Program.
- Update Canal Quarters booking software to reflect reservation modifications and cancellations.
- Join Canal Quarters meetings as needed to collaborate with team members on a variety of operational functions.

As part of a growing nonprofit, all staff are required to assist with organization-wide duties and at major events. Moderate weekend work will be required. Compensatory time off is available.

## **Qualifications**

- Associates degree in Business Administration or Accounting.
- 1-3 years of relevant secretarial, accounting, and customer service experience, preferably in the nonprofit sector.
- Excellent computer skills and clerical-business machine skills.
- Experience with accrued accounting principles using QuickBooks Online accounting software.
- Technically savvy and able to learn new software.
- Excellent communication skills and exceptional attention to detail.
- Ability to manage multiple priorities and meet deadlines.
- Flexible and self-motivated, able to work both independently and as part of a team.
- Personal qualities of integrity, credibility, and a commitment to and passion for the C&O Canal Trust’s mission.
- IT skills (PC troubleshooting, database management, Microsoft Office Suite proficiency, specifically Excel).
- Useful but not required: Knowledge of WordPress, backend website systems, and booking software

## **Physical Demands and Safety**

Most work is performed in an indoor office environment. Outside activities will occur with conditions varying by location and environment. You must be able to operate normal office equipment and be proficient with Quickbooks, Microsoft Office Suite, Google Drive, and donor management software.

## **Travel**

The main work location will be at the Trust’s offices in the C&O Canal National Historical Park’s headquarters in Williamsport, Maryland. Some travel to locations throughout the park will be required. The C&O Canal includes 184.5 miles along the Potomac River and touches many communities. Mileage reimbursements are offered.

**Salary Range and Benefits**

The salary range is \$42,000 - \$45,000 based on experience and the ability to meet the required responsibilities. The Trust offers a competitive benefits package including partial telework, 100 percent employer-paid health insurance premiums; vacation, sick, and personal leave; paid holidays; and the Trust's Simple IRA retirement program (up to 3 percent employer matched); and a surprising number of sunny days in the park! We offer a fun and casual work environment.

**Equal Employment Opportunity**

The C&O Canal Trust is committed to providing equal employment opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, disability, sex, or age.

**To Apply**

For priority consideration, please submit a cover letter and resume to Razak Zakaria, Director of Finance & Administration, at [jobs@canaltrust.org](mailto:jobs@canaltrust.org) by October 15, 2025. Applications will be accepted until the position is filled. To learn more about the C&O Canal Trust, visit [www.canaltrust.org](http://www.canaltrust.org).