

C&O Canal Trust Position Description

TITLE: Executive & Operations Assistant

REPORTS TO: President & CEO

LOCATION: **Hybrid**, in office at C&O Canal National Historical Park headquarters in Williamsport, MD, and telework.

DURATION: Permanent

HOURS: Part-time, up to 25 hours per week



Overview

Are you ready to help protect the largest national park in the Washington, D.C. region? Stretching 184.5 miles from Georgetown, in Washington, DC, to Cumberland in Western Maryland, the C&O Canal National Historical Park welcomes roughly five million visitors annually, often surpassing the visitation of icons like Yellowstone and Yosemite. As an almost entirely fee-free park, it is one of the most accessible and beloved resources in the nation for recreation, exercise, and the enjoyment of history and nature.

The **C&O Canal Trust** is the official nonprofit philanthropic partner to the **Chesapeake & Ohio Canal National Historical Park** (C&O Canal). For nearly 20 years, we have worked in partnership with the National Park Service to raise essential funds and manage programs to preserve and enhance the park's natural, historical, and recreational resources for future generations. Driven by the generosity of individuals, foundations, corporations, and community partners, we have granted roughly \$5 million to the park to support education, conservation, and preservation efforts since our inception in 2007.

We are a passionate team driven by a love for the outdoors, the park's deep cultural and historical significance, and public service. Join us as we continue to grow our organization, expand our work, and deepen our connection with those who love the park.

The Position

The C&O Canal Trust seeks an organized, proactive Executive & Operations Assistant to keep our daily operational workflows running smoothly and provide critical administrative support to our President & CEO, executive leadership team, and Board of Directors. This role is primarily focused on handling day-to-day administrative tasks, preparing meeting materials, and providing general customer service. This role requires discretion, strong organizational skills, attention to detail, and the ability to manage multiple priorities in a dynamic nonprofit environment.

Additionally, they will manage our Google Workspace and other user-friendly digital tools, such as setting up new staff accounts, managing shared folders, and handling basic office tech troubleshooting. Because complex technical support and network security are outsourced, this position does not require advanced IT expertise; rather, it is well-suited for an administrative professional who is highly comfortable with modern software and standard office equipment, and also enjoys keeping digital systems organized.

The Executive & Operations Assistant reports to the President & CEO and regularly coordinates with the Trust's leadership team and Board. 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.

Executive Support

- Manage the President & CEO's calendar, schedule, and relevant travel logistics.
- Coordinate internal and external meetings, including scheduling, securing rooms or virtual meeting links, and procuring food and beverages when applicable.
- Compile and distribute agendas, reports, and other meeting materials; take notes and communicate post-meeting action items.
- Draft, edit, and proofread correspondence, reports, and presentations.
- Screen and prioritize incoming communications and requests.
- Manage confidential information with discretion and professionalism.

Operations and Team Support

- Maintain an inventory of office supplies and equipment, ensuring efficient operations.
- Work with each department to ensure storage areas and shared office space are kept clean and organized.
- Assist with filing systems and document management (digital and physical).
- Maintain accurate internal reference documents, such as staff directories and FAQs for the public.
- Provide administrative support during the hiring process by posting job ads, tracking applications, and handling routine candidate communications (e.g., status updates and interview scheduling).
- Monitor the general email inbox, answer incoming phone calls, and route inquiries to the appropriate team members.
- Provide administrative support for staff leadership and team projects as needed.
- Assist with special projects, events, and donor or stakeholder engagement activities.
- Serve as liaison between the President & CEO, staff, board, and external partners.

Digital Coordination

- Use straightforward, web-based admin portals (like Google Workspace) to issue or deactivate staff accounts and assist with password resets.
- Manage access to shared folders, monitor software subscription renewals, and ensure team credentials are securely stored in the organization's password vault.
- Assist with the basic setup and clearing of laptops issued to employees, including creating and deleting user accounts, installing apps, and recording device serial numbers, purchase dates, and assignments.
- Serve as the first point of contact for day-to-day office technology hitches (e.g., reconnecting a printer, restarting a router, or downloading an app).
- Coordinate solutions for complex technical issues, server problems, or hardware failures with an external IT support contractor.

As part of a growing nonprofit, this position may be asked to assist with organization-wide duties and at major events. Some weekend and evening work will be required.

Qualifications

- Bachelors degree or equivalent experience.
- 1-3 years of relevant administrative experience, preferably in a nonprofit or mission-driven setting.
- Experience supporting an executive office is preferred.

- Exceptional organizational skills, attention to detail, and ability to manage competing priorities.
- Excellent written and verbal communication skills.
- High degree of professionalism and discretion with confidential information.
- Comfortable using everyday technology, navigating web portals, managing files in the cloud, and learning new basic software applications. Strong proficiency in Google Workspace.
- Ability to work independently, anticipate needs, and take initiative.
- A calm, resourceful approach to both scheduling conflicts and basic office troubleshooting.
- Commitment to the mission of the C&O Canal Trust and to supporting public lands and community engagement.

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 Google Workspace.

Travel

The main work location will be at the C&O Canal Trust's offices in the C&O Canal National Historical Park's headquarters in Williamsport, Maryland. Travel to locations throughout the park may be required on a monthly or quarterly basis and in support of events and outreach initiatives. The C&O Canal includes 184.5 miles along the Potomac River and touches many communities. Mileage reimbursements are offered.

Compensation

The hourly rate is between \$25.00 to \$28.00 based on experience and the ability to meet the required responsibilities. Part-time employees earn paid sick leave at the rate of 1 hour for every 30 hours that an employee works up to a maximum of 40 hours per year. 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 Lauren Riviello, President & CEO, at jobs@canaltrust.org by August 31, 2026. Applications will be accepted until the position is filled. To learn more about the C&O Canal Trust, visit www.canaltrust.org.