



Job Title: Operations Coordinator  
Location: Harrisburg, Pennsylvania (in office)  
Employee Status: Part-time, non-exempt  
Reports to: VP of People & Operations  
Compensation: \$25-30/hr  
Hours: Monday - Friday 9a.m. - 2p.m.

## **Operations Coordinator [Part-Time]**

The Operations Coordinator is an integral part of Team Pennsylvania. We are seeking someone who is incredibly organized and detail-oriented; takes a high level of personal responsibility; is able to strategically prioritize; and is a proactive self-starter with a great attitude. The primary job responsibilities fall into two categories: (1) working closely with the President and CEO and her leadership team in managing a full and dynamic schedule; and (2) managing the office's day-to-day operations so the team can function effectively and efficiently. This role will report directly to the VP of People & Operations, although tasks will often be directed by the CEO.

The following focus areas will be key for this role:

### **Executive Operations Support**

- Supporting and managing complex calendars, including scheduling and coordinating meetings and travel time for the CEO, as well as at times supporting other executive team calendars
- Scheduling, organizing, and coordinating the organization's weekly staff meeting and occasional ad-hoc meetings convened by the CEO. This includes the coordination, preparation, and distribution of agendas and materials in advance of the meetings
- Supporting Board relations through the scheduling and coordination of Board and Committee meetings, including coordination, preparation and distribution of agendas and materials in advance of the meetings, as well as taking and finalizing meeting minutes



- Providing logistical support for internal and external meetings and events and facilitating smooth communication and collaboration across multiple aspects of the organization
- Booking business travel and actively monitoring for travel disruptions and any travel changes needed
- Demonstrating utmost professionalism in communication via phone, email, and in-person interactions
- Committing to responsive and timely collaboration with the leadership team, staff, and external partners
- Preparing, editing, and formatting correspondence, reports, presentations, and other documents with a high level of accuracy and attention to detail, maintaining confidentiality and adhering to tight deadlines
- Supporting stewardship efforts, including coordination of follow-up notes, gifts, cards, donation acknowledgments, and awards when needed
- Supporting special projects, events, and initiatives as assigned
- Managing confidential and sensitive information with the utmost discretion and professionalism, handling executive-level matters with integrity and maintaining strict confidentiality

### **Office Operations Management**

- Managing day-to-day office operations to ensure efficiency, productivity, and a well-organized work environment
- Proactively identifying and resolving operational and administrative issues, anticipating the needs of the team, and implementing solutions to enhance efficiency and effectiveness
- Maintaining accurate and updated records in the organization's Customer Relationship Management (CRM) software
- Processing incoming donations, including scanning, depositing and reporting to essential staff
- Serving as the 'Director of First Impressions' by occasionally managing the reception desk, phone system, and any guests to the office when there are events or other expected visitors
- Maintaining office supplies and equipment



- Liaising with building management and being familiar with procedures and contacts for office needs
- Overseeing office maintenance, including repairs, cleaning, and safety/security protocols
- Collaborating with vendors and service providers for facility needs
- Managing security protocols and emergency procedures to ensure the safety of all team members and visitors
- Managing the shared kitchen and catering spaces

## **The Person**

The Executive Assistant and Office Manager is likely to see themselves in the following examples as they are designed to help you determine if this opportunity aligns with your own passion, purpose, skills, and experiences.

### **You love behind-the-scenes work**

- You have a strong attention to detail and love making sure that work is accomplished in a way that is both high quality and efficient
- You have a strong understanding of clerical procedures and systems such as recordkeeping and filing
- You have fun creating efficient systems and procedures for the office

### **You are an operational ninja**

- You excel at organizational, time management, and problem-solving skills, with the ability to prioritize and multitask
- You are a strong communicator both written and oral, from staff to high-level partners (e.g. top management, board leadership)

### **You are attentive to the needs of in-office staff**

- You anticipate the needs of the various stakeholders that visit the office
- You create a space for all staff to feel productive

### **You go the extra mile**

- You love to go above and beyond
- You are proactive
- You are committed to continuous quality improvement



- You provide outstanding customer service
- You hold yourself to a high standard of excellence
- You have a positive, can-do attitude
- You are resourceful and independent

## Qualifications

- Ability to travel to the Harrisburg office 5 days/week (Required)
- At least 5 years of experience in at least one of the following roles: (Required)
  - Executive assistant or similar administrative role with significant responsibilities
  - Supporting senior executives in a busy, deadline-driven environment
  - Position that required a similarly high level of customer service, attention to detail, project management, strategic prioritization, being a self-starter, and/or administrative functions
- High level of proficiency with technology tools, including but not limited to the Microsoft Suite (Word, Excel, PowerPoint), Google Suite, and Slack (Required)
- Proven ability to work collaboratively as part of a team
- High level of personal responsibility and ownership of tasks and operations
- Ability to exercise sound judgment, make timely decisions, and effectively manage multiple projects, priorities, and deadlines
- Excellent and versatile oral and written communications skills
- Demonstrate respect, professionalism, and sound judgment clearly and consistently with all people
- Exercise high and strict levels of confidentiality and use professional judgment and discretion