

## **Position: Operations Coordinator**

Reports to: Senior Accountant

Position Status: Part-time (30 Hour per Week), Exempt; Eligible for Pro-Rated Benefits

### **Scope of Position:**

The position's primary role is to support the operational functions of the organization. This includes but is not limited to: reception duties, building support, human resources support, office equipment support, office supply inventory management and other organizational support as needed. The role requires strong communications skills, a high level of professionalism and commitment to providing excellent customer service – internal as well as external customers.

### **Essential Job Functions:**

#### **Reception:**

- Provides a pleasant, professional first contact with United Way of Larimer County at all times
- Provides exceptional customer service internally and externally by promptly responding to all inquiries and requests
- Responsible for answering main telephone line and assisting callers / forwarding to appropriate staff or 2-1-1 helpline as needed. Responsible for updating holiday and emergency closure messages on main line
- Communicates with customers, employees, vendors, donors, and other individuals to answer questions, disseminate or explain information, take orders and address complaints
- Maintains and updates personnel board, mailboxes and telephone extension directories
- Opens, sorts, and routes incoming mail, faxes and deliveries
- Manages cash drawer security

#### **Office Management:**

- Supports maintenance and repair of all office machines and serves as key user for all equipment
- Provides training and support to all staff in use of office equipment
- Manages office supply purchasing process and responsible for inventory of food and amenity supplies for staff and Board of Directors
- Supports administrative budgeting processes for office supply line items

#### **Operations Support:**

- Performs first audit of Revenue Submission Envelopes and Revenue Report Envelopes
- Completes cash control logs and completes daily bank deposit
- Supports in pledge processing during high volume months

#### **Human Resources Support:**

- Coordinates employee recognition greeting cards monthly
- Manages employee updates in CRM system

- Supports recruitment needs of organization to include job postings, coordination of resumes to hiring manager, assistance with scheduling interviews, and administrative support for decline responses to candidates not selected

### **Building Support:**

- Coordinates tenant building maintenance needs with contracted maintenance company
- Responsible for managing VOIP phones for organization including new employee setup and all phone extension changes
- Manages conference room scheduling for building tenants
- Responsible for invoicing tenants monthly and collection follow-up as necessary
- Miscellaneous building support and duties as needed

### **Required Skills and Experience:**

- Excellent interpersonal skills
- Knowledge of principles, methods and practices related to cash management
- Ability to demonstrate initiative and independent judgment
- Ability to maintain confidentiality at all times
- High attention to detail and accuracy
- Solid problem-solving and business acumen skills
- Aptitude for medium level data processing, accuracy and capacity
- Advanced use of computer, 10-key and Microsoft Office software required; Excel a must
- Excellent oral and written communication skills required
- Commitment to United Way of Larimer County's mission

### **Education & Qualifications:**

- An Associate's degree in Business or equivalent preferred
- Minimum three years administrative experience
- Knowledge of accounting, data and administrative management practices and procedures

### **Supervisory Responsibility:**

This position has no direct supervisory responsibilities, but does serve as a coach and mentor for other positions in the department.

### **Work Environment:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk and / or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**Travel:**

No travel is expected for this position.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**To Apply:**

Send resume and cover letter to [jobs@uwaylc.org](mailto:jobs@uwaylc.org) with Operations Coordinator in the subject line.