

Literacy Now Job Description

Job Title: Operations Coordinator

Job Status: Full-time, Salaried, Non-Exempt

Reports to: Chief Operating Officer

Job Description: The Operations Coordinator reports to the Chief Operating Officer, with additional direction and oversight provided by the Chief Executive Officer. This is a dynamic and multi-faceted position that includes the organization of day-to-day administrative and operational support; meeting and event preparation and logistics; data management and reporting; and human resources support.

Education and Experience Required: High school diploma, Associate's degree, or Bachelor's degree preferred. A minimum of 3 years of operations support experience is required. Non-profit experience is a plus.

Required Skills: The Operations Coordinator will have strong communication (written and verbal), organization, interpersonal, and problem-solving skills, as well as a willingness to be part of a team. Must have **excellent** skills in Microsoft Office products: Word, Excel, Outlook, and PowerPoint. Experience with Salesforce is a plus. Must be able to manage and prioritize multiple tasks.

Additional Requirements: The Operations Coordinator must have a passion for making a difference. A valid driver's license, proof of auto insurance, and reliable personal transportation are required, along with the ability to drive to and from various corporate or community meetings and run errands. Ability to carry and/or lift up to 25 pounds.

Human Resources

- Support the COO in human resources functions
 - Coordinate/collect all documentation for new hires and exiting employees
 - Onboard and exit employees related to health insurance, Literacy Now property, email, and Dropbox
 - Maintain PTO records
 - Maintain all required federal employee forms: I9, W-4
 - Maintain electronic employee files
 - Maintain and update staff manuals
 - Assist with annual health insurance enrollment
 - Post job openings
 - Assist with the initial screening of resumes for open positions
- Prepare reports as requested by CEO and COO
- Compile & maintain staff roster and master calendars (program & general)
- Staff appreciation: birthday cards, Christmas & YE parties, and staff socials

Board of Directors

- Assist with quarterly meeting preparation, scheduling, and correspondence
- Attend quarterly meetings and record Minutes
- Maintain various board documents (attendance, board terms, Conflict of Interest, board commitment, contact list, etc.)

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- Maintain Corporate Minutes Book
- Gather info and create board newsletter emailed 8 – 9 times/year
- Board committees' support as requested

General Operational Support

- Respond to or route inquiries from info@literacynowhouston.org and office cell phone
- Maintain User IDs and Passwords (email, vendor and service accounts, etc.)
- Serve as the Dropbox administrator and maintain licensing, as well as manage bi-annual clean-up
- Serve as the email administrator and maintain all email accounts
- Manage all annual renewals and subscriptions
- Prepare reports and presentations for All Staff meetings and other meetings as directed
- Coordinate shipping and transportation logistics and mail
- Manage all things related to the office: coordinate with management regarding maintenance or other issues, maintain inventory of cleaning and general office supplies, manage the cleaning service, ensure that all copiers are in good repair, etc.
- Provide administrative support to the CEO and COO as needed including, but not limited to, meeting preparation (agendas, PowerPoint slides, marketing info), post-meeting notes, and follow-up tasks
- Along with other Coordinators, perform a variety of ongoing “upkeep” tasks at the Belmont office

Program Operations

- With guidance from the COO, draft MOUs for programs and send final MOUs to schools and program partners
- With guidance from the COO, serve as on-staff Salesforce administrator & interface with Urgensee representative
- Assist with tracking in-kind goods and services

Other General Responsibilities

- Additional duties as assigned
- Be a good role model and always display strong character values and respect for students, parents, coworkers, volunteers, school faculty, and donors.
- Arrive at work on time with a positive attitude and ready to work.
- Attend all meetings and trainings.
- Respect and abide by all policies and procedures set forth by Literacy Now, according to the employee manual.
- Wear appropriate attire – jeans may be worn in the office, but not when attending meetings at school sites or conducting volunteer trainings.

Safety & Risk Management

- The Operations Coordinator should be aware that all information published on a blog or public website (Facebook, etc.) is publicly accessible. You are advised to be mindful that the information you post on the internet will likely be seen by members of the Literacy Now community and could reflect poorly on your character. Therefore, information posted on public websites that reflects poor character values is putting your job at risk.

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- Employees may not be alone with or have contact with children they meet in Literacy Now programs outside Literacy Now. This includes babysitting, sleepovers, riding in cars, conversing on the phone via spoken word or text, through online media, or inviting children to their homes

Work Schedule

The Operations Coordinator is a full-time position running year-round. Some nights and weekend hours are required to assist with programs, events, and fundraising activities. Written approval, from the Chief Operating Officer, must be obtained (at least 1 week in advance) if regular office hours need to be adjusted due to evening and/or weekend events.

By signing below, the Operations Coordinator understands and accepts all rules and responsibilities of the job described above.

Employee

Signature of Employee

Date