



Operations Coordinator

Status: Full-Time

Reports to: Executive Director

Position Overview

The Operations Coordinator provides operational support to the Mission Triangle team, designing and managing backend processes, systems, and resources to allow the organization to deliver on its mission.

Duties and Responsibilities

- **Provide Logistical Support of Key Mission Triangle initiatives**
 - Prepare executive dashboards for ED in weekly staff meetings, including management of team objectives & action items in 15-Five
 - Provide systems solutions & supplemental logistical support during workshop and events
 - Provide systems solutions & supplemental logistical support for fee-for-service delivery
 - Serve as primary point of contact for general inquiries
 - Maintain Strategic Partner contracts and agreements
 - Provide operational support for annual Shark Tank Event
- **Ensure Policies and Procedures Maintenance and Compliance**
 - Provide training & support for staff and consultants on MT policies and systems
 - Ensure team is informed and trained on relevant systems enhancements
 - Manage service provider contracts, providing relevant information to MT decision makers
- **Coordinate IT and Technology Resources**
 - Serve as primary point of contact for MT's tech solution provider
 - Coordinate internal requests and support tickets for Salesforce and website development, advising ED on prioritization
 - Provide logistical support & execution for the portal buildout and development of LMS platform
 - Coordinate action items with external vendors and developers
 - Provide MT decision makers with timely information & recommendations
 - Manage integration with other IT solutions and platforms
 - Manage and optimize solutions for email, document storage, and workflow management
- **Provide accounting and financial management support**
 - Serve as MT point of contact for accounting and financial administration
 - Provide relevant financial information to internal MT decision makers
 - Assist the ED in budget preparation
 - Track and code monthly expenses not assigned to individual team members
 - Process vendor payments and accounts payable

- Administer client invoicing for consulting and fee-based services
- **Oversee Mission Triangle facilities**
 - Manage office resources and supplies
 - Maintain environments of excellence and hospitality, establishing clear guidelines for staff and clients
 - Manage facility reservations & calendars
- **Manage and monitor HR**
 - Process employee expense reports / weekly time sheets, and ensure PTO records are up to date
 - Serve as primary point of contact for MT HR and payroll provider(s).
 - Keep staff informed of key HR updates and deadlines
 - Provide timely information and recommendations to ED for HR-related decisions
 - Coordinate onboarding process for new employees

Qualifications

The Operations Coordinator must be a follower of Jesus Christ. He/she must also be committed to growing as a nonprofit leader, learner, teacher, and coach.

- Agreement with the MT statement of faith, values, and core beliefs
- Self-starter with administrative experience and skills
- Ability to execute on key operational tasks
- 4-year degree preferred

Compensation

Competitive compensation, generous benefits package and 401k plan with a 2:1 employer match.

Working conditions

The Operations Coordinator is expected to work an average of 45-50 hours per week. The job is predominantly office-based and by necessity most hours are during core office hours Monday-Friday 9am-5pm. Activities/events may require occasional evening, early morning or possible weekend work. Employee will need to be able to periodically lift 25-pound objects.