



Operations Coordinator

Literacy Minnesota is seeking an individual for an **Operations Coordinator** position. This benefits-eligible position is 40 hours per week or 1.0 FTE.

Organizational Background: Literacy Minnesota is a nonprofit organization dedicated to sharing the power of learning through education, community building and advocacy. Our team provides direct services and strengthens literacy programs in Minnesota and beyond by providing training, national service resources and technical assistance to other organizations.

Position Overview: The **Operations Coordinator** is responsible for supporting day-to-day operations through a variety of administrative and coordination activities. This position supports both agency-wide initiatives and program-specific needs while providing reception duties at Literacy Minnesota's main administrative office. This position reports to the Associate Director and may supervise Interns and Volunteers. Work environment consists of a typical office environment. Time spent on the computer is approximately 80%; time spent on phone is approximately 10%. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific responsibilities of the **Operations Coordinator** include, but are not limited to:

Reception & Office Management: 35%

- **Reception:** Greet and direct visitors. Forward and respond to calls, emails and faxes. Sign for deliveries, sort incoming mail and log checks. Ensure a welcoming environment.
- **Office Management:** Coordinate office space logistics. Order supplies and maintain office equipment. Maintain and post meeting room calendars. Provide training and respond to questions on office operations topics as needed.
- **Purchasing:** Make purchases, collect receipts and submit to accounting on deadline.
- **Technology:** Maintain the agency's phone system and Zoom account. Respond to basic technology questions from staff.
- **Facilities:** Serve as first point of contact for maintenance requests. Coordinate maintenance as needed. Manage cleaning service and general organization of space at main office. Maintain and communicate process for off-site storage facilities. Assist with facilities projects or initiatives.
- **Meetings:** Coordinate logistics for staff meetings, retreats and other agency-wide gatherings. Order and coordinate lunch for monthly all-staff meetings.

Human Resources: 30%

- **Coordinate employee hiring process:** Prepare, post and distribute job postings. Maintain job files; communicate details with applicants and staff. Coordinate interview scheduling and process. Track and analyze EEO data for each job file. Communicate with managers about needs for new hires. Provide orientation to new hires about HR, benefits, paperwork, operations, housekeeping and admin items. Prepare new employee binders. Respond to questions from new staff.
- **HR administrative tasks:** Create and maintain accurate personnel files and records. Create and submit bi-weekly Payroll Change Forms. Coordinate HR- and benefits-related compliance requirements. Complete other HR-related administrative tasks as needed.
- **Benefits administration:** Administer benefits enrollment and changes and respond to questions. Communicate with benefits account representatives and broker about benefits questions. Coordinate Open Enrollment tasks and communications.
- **Communications:** Compile and edit the monthly staff newsletter. Assist in distributing other information to staff. Develop and maintain systems to support other agency-wide communications initiatives.

Executive and Board of Directors Support: 25%

- Provide administrative support to board-related functions: compile board packets; coordinate food for board meetings; write board meeting and HR committee meeting minutes; maintain board roster and track board volunteer hours; assist with other board-related administrative needs and projects as requested.
- Conduct research on policies, procedures and best practices; report information and make recommendations.
- Write, edit and/or proofread documents including policies/procedures, reports, communication pieces, letters and emails, with both internal and external audiences.
- Track and analyze data about employees and benefits; prepare summaries or reports as needed.

Other: 10%

- Assist with special projects as needed and as time allows.
- Attend regular staff and department meetings. Attend other meetings as requested. Other duties as assigned.
- Support organizational DEI goals by fostering an inclusive environment, and actively participating in and achieving organizational and personal DEI goals.

Qualifications for this position include:

Required:

- Bachelor's Degree or equivalent combination of experience and education.
- 3-5 years of progressively responsible experience required in administrative support, human resources, volunteer coordination, or related field.
- Demonstrated success in managing multiple, competing priorities for a variety of stakeholders.
- Demonstrated ability to maintain confidential and sensitive information.
- Excellent detail-orientation and demonstrated ability to produce routinely professional documents, processes and communication.
- Strong computer proficiency in an MS Office environment and understanding of databases.
- Demonstrated ability to work independently and as part of a team.

Preferred:

- Minimum 1 year experience in a nonprofit setting strongly preferred.
- SHRM-CP (Certified Professional) certificate a plus, or interest in becoming certified.
- Exceptional interpersonal, communication and customer service skills. Demonstrated success in collaborating with individuals at all levels of an organization.
- Previous experience in developing and maintaining processes that successfully extend across programs and/or sites.
- Previous experience in facilities management and/or successful coordination of projects that involve outside parties such as vendors, landlords and community organizations.
- Experience with or interest in literacy and/or social causes.
- Ability to work occasional hours outside of typical work week.
- Valid driver's license and reliable transportation preferred.
- Demonstrated DEI-focused work style, including engagement in organizational and personal DEI goals.

Compensation: Starting pay rate between \$45,752 – \$50,836/year (commensurate with experience) and a generous benefits package.

To apply: Please email cover letter and resume with **Operations Coordinator** in the subject line to hr@literacymn.org. This position is open until filled, with priority given to applications received by Friday, February 10, 2023.

Literacy Minnesota fosters an organizational culture that is welcoming and inclusive to all. **We strongly encourage applications from people of color, indigenous peoples, immigrants and refugees, LGBTQ+ individuals and people with disabilities.**