POSITION DESCRIPTION

TITLE: OPERATIONS COORDINATOR
REPORTS TO: Vice President of Operations
DATE: March 2021

Reporting directly to the VP of Operations, this position will be a vital internal role at the Elizabeth Dole Foundation (EDF), the nation’s premier organization solely focused on supporting more than 5.5 million military and veteran caregivers and their families. EDF was founded by former U.S. Senator and Cabinet Secretary, the Honorable Elizabeth Dole. Senator Dole’s vision for EDF is to ensure that no military or veteran caregiver, or as we call them, our hidden heroes, face their new and often difficult journey without our support.

The Operations Coordinator will be responsible for supporting Foundation operations and infrastructure by maintaining office workflow procedures, helping to ensure maximum efficiency by serving as primary operations support to all members of the Foundation team, and providing administrative support to Foundation leadership.

PRIMARY RESPONSIBILITIES

May be responsible for one or more of the following:

- Provide administrative operations support as required by the Vice President of Operations and other leadership staff, and provide support to Foundation’s executive leadership
- Process and respond to all general Foundation inquiries and communications (including hard copy, online/email, and phone), including caregiver verifications, resource requests, and all other general Foundation correspondence
- Perform basic finance functions by entering and processing all invoices for the Foundation; assist in the collection and distribution of employee timesheets and tracking of employee PTO; assist with donation deposits
- Work with Database Systems Manager and other professional staff to ensure data integrity with respect to all databases and contact lists; assist with entering contact information for key constituents and stakeholders; and update the Foundation’s database as needed
- Update and organize EDF online resources, such as the organizational SharePoint hub
- Maintain the efficient operations of the office by monitoring/maintaining supplies, office equipment, and Foundation collateral
- Assist with preparation of Foundation meeting materials, presentations, and documentation as needed
- Assist with Foundation events both on and off site, including registration, setup and other physical duties.
- Assist in coordinating events based on guidelines given by the director of events, and other senior management personnel
- Serve as a point of contact with EDF operations vendors, including our IT, accounting, and human resources partners
- Record, transcribe, and distribute minutes for meetings as needed
- Maintain files and records with effective filing systems
- Assist with mailings as requested
- Provide research support as requested
- Other duties as assigned
MINIMUM REQUIREMENTS

• Bachelor’s Degree
• 2+ years of experience in a professional office environment or internship equivalent
• Prior experience in providing administrative or customer support (with adequate technical proficiency both online and in-person)
• Highly energized with ability to engage and respond on a professional level to a broad range of stakeholders, including the ability to work with military caregivers and donors to provide excellent and timely customer service
• Detail oriented with excellent organizational skills
• Excellent interpersonal skills with ability to listen and communicate (both verbally and in writing) clearly and accurately
• Ability to work in a fast-paced environment and meet tight deadlines
• Demonstrated professional standards with an unwavering integrity and commitment to ethical conduct
• Ability to satisfactorily perform duties and assigned tasks with little or no supervisory oversight
• Reliable and dependable
• Discrete and able to understand when confidentiality is required
• Knowledge or prior use of Salesforce (or another CRM Database) preferred
• Proficiency in the Microsoft Office 365 and SharePoint
• Energetic, optimistic, with a passion for helping others, while maintaining a sense of humor and warm relationships with colleagues and partners
• Share EDF’s commitment to and passion for the mission of the Foundation

PHYSICAL DEMANDS AND WORK ENVIRONMENT

• Ability to work remotely from home and within an office environment and have significant interaction via telephone, videoconference, IM, and email with EDF’s national team. EDF remains in a remote-work environment due to the pandemic, with the expectation of transitioning to a hybrid environment in the late spring of 2022.
• Ability to routinely use standard office equipment such as computers, phones, photocopiers, and filing cabinets.
• Ability to lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds

Persons with mental or physical disabilities as defined by the Americans with Disabilities Act are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodations are made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible for this position.

To apply, please submit a cover letter and resume to neil@elizabethdolefoundation.org, with the subject line “Operations Coordinator”.

The Elizabeth Dole Foundation provides equal employment opportunity to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, genetic information, religion, creed, national origin, sex (including pregnancy, childbirth, or related medical conditions), age, marital status, citizenship status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, disability status, protected veteran status, or any other characteristic protected under applicable federal, state, or local law.