



Job Description Operations Coordinator

Position Title:	Operations Coordinator
Last Modification Date:	July 22, 2021
Budget Category:	Organizational Sustainability
Accountable to:	Controller / HR Coordinator
FLSA Status:	Full Time / Non-Exempt

RESULTS STATEMENT: *I am accountable for producing the following results:*

One Southern Indiana (1si) expects this position to be accountable for welcoming all guests, vendors, members, and customers while ensuring security procedures are followed. This position is responsible for answering and directing all incoming calls to the appropriate department in a professional and friendly manner and will handle a variety of tasks that ensure the smooth daily operations of the organization.

The Operations Coordinator will also work closely with the Member Relationship Manager with support functions which include: entering all new members into Atlas (current CRM data management platform), conducting 30/60/90 day calls to past due members, and providing feedback in order for monthly drops to be executed correctly.

In addition, this Operations Coordinator position assists in a variety of accounting, record keeping, office support and maintenance functions. This position requires a mix of team-oriented activities as well as independent judgment and discretion. The need to focus on details and follow-through while maintaining a high level of customer service cannot be overstated for this position.

ESSENTIAL JOB FUNCTIONS

1. Answers all incoming and internally initiated calls in a friendly, professional manner.
2. Assists walk-in visitors with their requests.
3. Mails out information requests.
4. Daily collects the mail, sorts customer invoices, and distributes incoming mail.
5. Processes all payments received within Atlas and delivers processed payments to Controller for review.
6. Enters New Members into the Atlas database and processes payment.
7. Records 1si event RSVP's received via fax, phone, or email.
8. Conduct 30/60/90 calls to past due members ensuring the invoice was received, billing and contact information within Atlas is current, and enter notes regarding this member contact within Atlas as a record of this communication. Recap past due calls status with the Member Relationship Manager in preparation for monthly member drops per the SOP.
9. Assists in proofreading documents.
10. Follow up on monthly Certificate of Origin and Notary Service invoices the last week of each month. Ensure all businesses utilizing these services have full contact and billing information noted within Atlas and is routinely updated.
11. Schedule 1si functions and meetings in the facility's meeting rooms utilizing the TEAM UP



Job Description Operations Coordinator

calendar. Will be the primary point of contact for the building management and janitorial team and will manage communication between 1si team members and building management.

12. Perform administrative services as needed to support members and the organization, including, but not limited to: meeting room set-up and tear down (including any AV-Technology needed), order/pick up/set up lunch for meetings upon request, compile meeting packets, assist with virtual meeting scheduling, check in guest/attendees, ensure foyer meeting signage is placed and removed after the meeting, send reminder correspondence, etc.
13. Maintains the front reception area and equipment in a clean and orderly condition.
14. Routinely dusts and vacuums the common area (chubby area and hallways).
15. Post any Office Closed notices and manages the Annual Holiday Schedules.
16. Orders office, cleaning and refreshment supplies based upon the ordering schedule and monthly budget. Checks in received orders and stores items properly utilizing the FIFO method.
17. Assists with the maintenance of office equipment.
18. Reviews the postage meter for available funds and adds postage when *available funds* fall below \$75 (alerting controller of the date and amount of funds added). Reads postage meter on the 31st of each month and shares information with Controller.
19. Mail member invoices and statements monthly.
20. Prepares the monthly Investor Letters/Mail Merge from the Investor list provided by the Controller.
21. Assists Executive Team with projects when needed.
22. Other duties as assigned.

ESSENTIAL SKILLS AND EXPERIENCE

1. High School Diploma (or GED/High School Equivalence Certificate); Three (3) years of clerical experience, one (1) of which must have included multi-phone system, customer service and/or similar business acumen, with concentration on organization, coordination, and performance of duties at a responsible level.
2. Ability to answer multi-line phones, maintain accurate correspondence and field/answer all routine and non-routine questions.
3. Excellent verbal and written communication skills. Ability to convey information effectively and provide others with a clear understanding of information.
4. Ability to work independently on assigned tasks as well as to accept direction on given assignments.
5. This role requires exceptional listening skills, perception, and ability to provide excellent customer service at all times.
6. Prioritize daily functions with multiple interruptions and high volumes of work.
7. Self-starter with strong problem-solving skills.
8. Proficiency in PC systems using word processing, database and spreadsheet applications. Microsoft Office preferred. Requires operation of assorted office equipment.
9. Maintains a professional appearance at all times.



ESSENTIAL PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

1. Ability to maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include: sitting, standing, or walking for extended periods of time; operating office equipment; arrange meeting room tables and chairs; and lifting up to 25 pounds.
2. Visual Acuity; ability to see and hear within normal parameters, must use hands and fingers to use keyboard and mouse; operate equipment or controls; reach above shoulder heights; below the waist; or lift to file documents or store materials throughout the day. Proper lifting techniques required.
3. Ability to self-transport from office to 1si functions and possible errands.
4. Dress for this position is business casual or business attire (unless the day's tasks require otherwise). A clean, professional, well-groomed appearance is expected.

SIGNATURES:

Statement of the Position Holder: I accept the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set forth in this job description.

Employee Acceptance:

_____	____/____/____
Signature	Date

Printed Name	

Statement of the Position Holder's Manager: I agree to provide a working environment, necessary resources, and appropriate training to enable the accountabilities of this position (results, work, and standards) to be accomplished.

_____	____/____/____
Supervisor Signature	Date

Printed Name	