

Associate, Operations

POSITION SUMMARY

Reporting to the Director, Operations, the Associate, Operations supports the day-to-day work of the Council on Foundations' Operations team and serves as a liaison to internal and external stakeholders on behalf of the Chief Operating Officer. The Associate anticipates the operational needs of staff and proactively addresses issues with an emphasis on sound judgment and self-direction.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed within are representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required.

Please note that our office is currently closed until at least fall 2021 due to the COVID-19 pandemic, during which time we are offering flexible scheduling to staff as they manage life demands alongside their jobs. We would be open to candidates currently based outside of the Washington, D.C. area who are willing to relocate when the office reopens, as this position will be an important part of our successful reopening.

PRIMARY JOB DUTIES AND RESPONSIBILITIES

Administration

- Support the Chief Operating Officer with coordinating meeting schedules, production and distribution of meeting materials, external communications, and managing logistical details.
- Responsible for physical and virtual receptionist functions of the organization, including management of the Council's main phone line and email inbox, welcoming visitors and staff, security management of visitors, and handling, logging, and distribution of mail and packages.
- Assist the Operations team with operational activities including content development for presentations, compilation & presentation of survey data, procedures documentation, and other special projects.
- With direction from the Executive Office and Chief Operating Officer, manage the organizational calendar for all staff events including staff meetings, team building, professional development, holidays, etc.
- Coordinate across the operations team to manage the operations calendar.
- Contribute to overarching organization goals by participating in cross-functional working groups.

Technology

- Monitor/escalate technology help-desk tickets and assist users with technology needs.
- Assist the Membership team with updating member information in Salesforce, and processing credit card payments.
- Support the Director, Operations in technology training for new and existing staff including scheduling training sessions and preparing materials.
- Assist the Director, Operations with ensuring the stability of the various IT software and applications by testing and troubleshooting issues and identifying solutions and/or areas for improvement.
- Help research and implement new systems to meet evolving needs.

Human Resources

- Supports the Director, People & Culture in the recruitment of open positions including coordinating candidate communication and scheduling panel interviews.
- Providing administrative duties such as creating and distributing documents, providing customer service to organization employees, maintaining systems by updating and entering data, setting appointments and arranging meetings, coordinating calendars, and compiling and preparing reports.
- Coordinates with the Director, People & Culture and Director, Operations to onboard and offboard staff including requesting technology set-up, scheduling orientation meetings, assisting with technology training, etc.
- Assist with staff communication on various HR related needs and projects including (coordinating staff outreach for milestones (birthdays, celebrations, etc.)

Facilities

- Support the Director, Operations to ensure readiness of security, safety, and emergency protocols, and coordination with building management of office cleaning, maintenance, and other building services.
- Order office and kitchen supplies and track inventory needs.
- Ensure office space, supplies, food/catering, and IT resources are prepared for internal events, meetings, trainings, and retreats.
- Maintain office equipment and coordinate maintenance with vendors.
- Serve as main point of contact for parking access/passes and related duties.
- Manage central calendar, building communications and reservation of building amenities.

MINIMUM QUALIFICATIONS

- 2 - 3 years experience in a professional office environment
- 2 – 3 years experience in a supporting administrative role

GENERAL SKILLS AND COMPETENCIES

- Strong organizational skills and attention to detail and accuracy.
- Excellent verbal and written communication skills.
- Ability to identify and solve problems efficiently and quickly.
- Excellent customer service skills to include active listening, empathy, problem-solving and communication.
- Ability to maintain the highest level of integrity, confidentiality, professionalism, and ethics.
- Ability to manage many and/or differing tasks, maintain productivity, and successfully meet deadlines.
- Ability to work independently and as part of a diverse team.
- Ability to work effectively and positively with a range of individuals and working styles, and with people at all organization levels including staff, board members, foundation officers, donors, and vendors.
- Database management or data entry experience, preferably Salesforce.
- Proficient in Microsoft Office 365 applications.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position operates in a professional office environment and routinely uses standard office equipment.
- The ability to sit, stand or walk for long periods of time (8+ hours/day).
- The ability to lift up to 20 lbs. (with or without assistance).
- The ability to push, pull, bend, kneel, reach, stoop, and crouch.
- Specific vision abilities required by this job includes near, far, peripheral and depth and ability to adjust focus (with or without the use of corrective lenses).

TRAVEL REQUIREMENTS

- None

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Activities, duties, or responsibilities may change at any time with or without notice. The requirements listed above are representative of the knowledge, skill and/or ability required.

SALARY AND BENEFITS

- The salary hiring range for this position is **\$53,000 - \$58,000** and is commensurate with experience.
- We offer a generous benefits package, including health, dental, vision, life, and disability insurance and a 403(b) plan with a 7% employer contribution.
- We also offer 13 paid holidays, 2 floating holidays per year, 20 vacation days per year, paid time off the week between December 25th and January 1st, and 10 sick days per year.

HOW TO APPLY

Please send your resume to recruitment@cof.org. In the body of your email please address the following questions:

- What interests you most about this role?
- What is the biggest value-add you will bring to this role?
- What about the work of the Council resonates most with you?
- How do you support positive workplace culture?

The Council on Foundations does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in a professional organization, retaliation, parental status, military service, or other non-merit factors. We embrace diversity and equal opportunity in a very serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills; the more inclusive we are, the better our work will be.