BUSINESS OPERATIONS COORDINATOR

**Job Description**

**Reports To:** Business Operations Director

Executive Director

**Organization Membership**

* Business Operations Team

OVERVIEW

Business Operations Coordinator works with the Support Team to complete various administrative tasks associated with promoting the vision and mission of the Big Buddy Program. The Business Operations Team focuses on the effective and efficient management of office processes and coordinates the social enterprise initiatives. Big Buddy’s mission is to build a community of mentoring relationships that inspire and advance our youth to become contributing members of our community. The Business Operations Teams works to ensure the internal operations supports the staff, volunteers, and other stakeholders to move the agency towards achieving the mission. This position works collaboratively with the Executive Team to ensure agency fidelity and accurate documentation is maintained and used to accomplish the established goals and objectives.

ESSENTIAL FUNCTIONS/SCOPE OF RESPONSIBILITIES

* Provide key information and support to parents, staff, donors and other stakeholders visiting the Big Buddy office.
* Work with the Business Operations Director to maintain an accurate agency calendar.
* Works with the Experience Team to ensure they have materials needed for programming.
* Orders food and beverages for all Agency events, does food setup and cleanup.
* Maintains and orders office supplies and equipment as directed by the Business Operations Manager.
* Collaborate with Executive Team to update and maintain office policies, as necessary.
* Plans and executes Agency and Experience Events.
* Provides Experience Closeout Reports to the Proud Executive Director.
* Assist staff via email, phone, and in-person with submission of required information and/or responding to requests.
* Take accurate phone messages and give immediate delivery.
* Address employees’ queries regarding office management issues (e.g., stationery, hardware, etc).
* Contribute to the Office Operations procedure manual/handbook which details the functions of the office operations support team. This document includes a check list for how to open and close the office, how to answer the phone, instructions for opening and placing mail, processes for distributing checks, messages and other items to be picked up.
* Other duties as assigned by the Business Operations Director.

FOCUS AREAS

**Team Support**

The Business Operations Coordinator works with the Finance Manager, Data Manager, Business Operations Manager, and all other Support Team members to ensure the efficient and effective operations of all supportive activities of the agency.

**Event/Experience Planning**

The Business Operations Coordinator works with the Support Team during the Event Planning process to ensure a cost-effective and smooth-running event.

Collaborates with the Executive Team, Experience Team and Support Team when planning and executing Experience Events. Orders all supplies and materials needed for the event. Characteristics needed for success: excellent customer service, self-starter, well organized, detail orientated, and strong project management skills.

**Financial Support**

The Business Operations Coordinator works with the Financial Manager to ensure all financial resources are accurately accounted for and documented following the established process and procedures. Duties associated with this component of the job responsibilities may include, but are not limited to: scanning in receipts, preparing expense summary reports, entering expenses and revenue in the online QuickBooks system, copying receipts and invoices to submit as backup for funding reports, etc. Characteristics for success: detailed oriented, ability to focus and limit distraction, and not afraid to ask questions.

JOB QUALIFICATIONS

The ideal candidate is a team player, action-oriented, hands-on individual who has an

interest in developing in the non-profit sector. He/she can think creatively

and collaboratively and is excited about the opportunity to work in a high-paced, youth-focused

organization.

* Minimum 2 years of professional experience related to the job duties outlined.
* Some evening and weekend work required.
* Proven ability to deliver expert customer service.
* Experience managing projects or events is a plus.
* Experience working with professional level staff.
* Ability to work and communicate effectively in a team environment with colleagues, program providers, community stakeholders, and volunteers.