



JOB TITLE: Operations Coordinator
DATE: July 2024
REPORTS TO: Executive Director

PRIMARY PURPOSE OF JOB

This position is responsible for providing administrative support, maintaining activities calendars, coordinating facility rentals, and performing general maintenance and upkeep of the facility.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

Office Coordination

- Answer doors and greet patrons professionally, answer and direct telephone calls to appropriate individuals and monitor messaging system.
- Maintain master facility calendar and coordinate community room rentals.
- Open and distribute daily mail and maintain an organized filing system.
- Complete assorted mailing projects as needed.
- Assist with monthly First Friday Art Walk programming at The Creamery.
- Oversee check-out of SRAC/Creamery equipment, keys, arts truck, and supplies.
- Organize and maintain historical data/newspaper archiving and office supplies.
- Other duties as assigned to support the SRAC office and staff.

Facility Coordination

- Perform general upkeep of facility between professional cleaning company visits including sweeping, emptying trash, restocking of bathroom supplies or other housekeeping tasks as necessary.
- Serve as the primary contact with Creamery tenants.
- Maintain and order products for the facility such as paper products, soda/vending machine items, light bulbs, etc.
- Responsible for event set up/tear down as assigned.
- Restore community room rental spaces to proper configuration on a daily basis.
- Responsible for general facility maintenance including changing light bulbs, performing minor repairs, moving furniture, maintaining grounds or other duties as required.
- Implement emergency plans as needed and coordinate with building security and tenants to ensure the most up-to-date information is readily available.
- Ensure open and timely communication with SRAC staff, including reporting of all building and security issues to Executive Director.
- Act as the facility liaison between SRAC and City of Springfield.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of office management systems and procedures.
- Knowledge of general facility maintenance, repairs, and cleaning techniques.
- Proficiency in Microsoft Office Suite including Word, Excel, PowerPoint, and Outlook.
- Ability to collaborate with others.

- Ability to relate to officials, staff, and public in a courteous and professional manner.
- Excellent time management skills and ability to multi-task and prioritize work.
- High attention to detail and resilient problem-solving skills.
- Excellent verbal and written communications skills.
- Ability to work with minimal supervision.

CORE COMPETENCIES

Collaboration - *Working effectively and cooperatively with others; establishing and maintaining good working relationships.*

Building Trust – *Interacting with others in a way that gives them confidence in one’s intentions and those of the organization.*

Building Customer Loyalty - *Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.*

Follow-Up - *Monitoring the results of delegations, assignments, or projects, considering the skills, knowledge, and experience of the assigned individual and the characteristics of the assignment or project.*

Quality Orientation - *Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.*

Adaptability - *Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.*

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- High school diploma or equivalent (GED) is required.
- Previous office management or administrative experience preferred.
- Previous facility maintenance experience preferred.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see well enough to read documents, see computer screen, and clean/perform maintenance duties.				X
Hearing: Must be able to hear well enough to communicate with the public and staff.				X
Sitting: Must be able to sit for long periods of time.			X	
Standing/Walking: Must be able to move about the work area and at events.			X	

Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick items up off the floor and climb ladders.		X		
Lifting/Pulling/Pushing: Must be able to lift 25 lbs. with or without reasonable assistance.		X		
Grasping/Feeling: Must be able to type and use electronic devices and handle tools or equipment.				X

Working Conditions

Normal working conditions in an office environment absent extreme factors. Required to move about the facility and use tools to perform facility maintenance functions including cleaning, sweeping, moving furniture, painting, restocking other minor repairs. May be exposed to chemicals, paints or other household cleaning supplies. May be required to work evenings and weekends as required.

Salary

Expected annual salary is \$31,200-\$35,360 based on the applicant’s prior experience. Additional benefits also apply including paid vacation, sick time, and holidays; monthly QSEHRA stipend; and employer-matched retirement.