

Operations Coordinator

Classification: Full-Time

Responsible to: Executive Director

Compensation: \$50,000.00 annual

Benefits: Health, Vision, Life

General Function: The Operations Coordinator serves as an integral member of the Operations Team and is responsible for supporting logistics and program operations. This position will practice the highest level of customer service to ACA, New England members and accredited camps.

Key Responsibilities:

- Manage general office administration: answer, screen, and direct calls; monitor, answer, or redirect general email mailbox distribution
- Provide operational and process support to team members as needed throughout year
- Manage CRM program registrations
- Transcribe, collate, copy, file documents as required
- Maintain all office equipment, supply inventory,
- Provide meeting support as needed

Essential Functions:

- Strong oral and written communication skills
- Proactive and responsive telephone and email contact
- Ability to use standard office equipment
- Ability to work effectively with the public, members, volunteers, and staff
- Data entry skills
- Some bending and lifting required

Minimum Qualifications Desired:

- Experience in related field or experience in customer service preferred
- Technically astute and proficient using Microsoft Office or aptitude for learning
- Capacity to work independently and as part of a team to plan, organize, and prioritize work while managing multiple deadlines in a fast-paced environment
- Strong attention to detail

The above statements are intended to describe the general nature and level of work being performed in this position. They are not an exhaustive list of all responsibilities, duties and skills required of team members in this position. All team members may be required to perform duties outside of their normal responsibilities from time to time. Nothing in this position description restricts ACA New England's right to assign or reassign duties or responsibilities to this position at any time.

