

Job Description Coordinator of Operations

About Norwalk ACTS

Norwalk ACTS is a collective impact, nonprofit organization that provides a common framework for community collaboration. Working together, across sectors, we aspire to measurably improve the academic, social-emotional, and physical health of all children in Norwalk, CT from cradle to career. Our mission is to collectively transform systems by ensuring resources, policies, practices, and power structures actively dismantle racism and drive equitable outcomes for every Norwalk child and young person.

Position Summary

Provide administrative support to backbone team, including CRM/data management and assist in coordination of the larger Norwalk ACTS membership

Reports to Director of Strategy & Operations and Director of Equity & Collaborative Action

Key Responsibilities

Manage all general office related and administrative duties for Norwalk ACTS including but not limited to;

- Manage organization's work in Salesforce, including inputting contacts, managing multiple mailing lists, supporting MOA process, membership tracking, grant and donor tracking, and backbone staff support to Salesforce. Help develop internal processes for use of Salesforce and support data entry
- Manage, organize and maintain shared G-suite backbone folder & files
- Marketing & Communications
 - Assistance, drafting and editing of emails, letters, presentations; proofreading; copying and distributing documents.
 - Assistance in streamlining appearance of all outward facing information per organization's style guide
 - Lead internal communications to Initiatives
- Maintain organization of the physical office space. Manage ordering and organization of office supplies, maintenance and equipment needs. Printing, copying, collating and assembling documents. Accepting and delivering mail.
- Track attendance at all meetings, takes minutes/notes, sets up meetings, follow up with missing members and RSVPs
- Provide operations support to backbone team members as needed, including but not limited to: coordination of events and meetings (create doodles, calendar invites, book conference rooms / coordinate virtual meetings, create agendas, take minutes, catering, audio/multi-media set-up), expense reporting, etc.
- Maintain professional relationships with stakeholders: board members, volunteers, partners, and donors.

Essential competencies and qualifications

The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

- Associates degree in related field and/or a minimum of 5 years combined experience in general administrative work or non-profit experience.
- Excellent computer skills, including in-depth knowledge of all Microsoft and G-Suite Software (GMail, GCalendar, Google Drive, Outlook, Word, Excel, PowerPoint). Experience with Zoom, Microsoft Teams, and/or Google Meets is a plus. Experience with CRM data systems, Salesforce experience strongly preferred.
- Strong organizational and project management skills and attention to detail
- Excellent written and verbal communication skills; this includes an ability to communicate effectively, respectfully, and in a timely manner with a broad spectrum of individuals including but not limited to community members, cross-sector leaders, and funders.
- Knowledge of the Norwalk community. Candidates must understand the challenges and barriers faced by marginalized communities, including but not limited to race, ethnicity, class, ability, immigration status, gender and their intersections, and have experience engaging with and working alongside communities of color
- Self-starter with ability to anticipate needs and take initiative, work independently to organize, set priorities, and coordinate activities among many stakeholders.
- Function well in a fast-paced work environment where teamwork is essential.
- Multi-lingual (English, Spanish, Creole) strongly preferred
- Legally able to work in the United States and provide information to complete the I-9 form.

Physical Requirements

The employee is regularly required to communicate clearly, in oral and written formats, with others in person, over the phone, and via other devices. The employee must be able to transcribe, read extensively, prepare and analyze data, operate a computer and other standard office machinery for the majority of the day. The employee can be expected to have to regularly travel to offsite locations to set-up presentations and displays. Out-of-town travel to conferences may be required.

Benefits

This position is an exempt, salaried full-time position (37.5 hours/week) with a starting salary range of \$45,000-\$50,000. This position is eligible for employee benefits that currently includes medical, dental, and vision insurance for employees and dependents as well as competitive paid time off policies. Flexible schedule, including remote options. Fast paced, warm, supportive, and nurturing workplace culture!

November 1, 2021