

MONTANA NONPROFIT ASSOCIATION

Position Title: Operations Coordinator

Reports to: Associate Director

Approved by: Executive Director

Date: May 15, 2023

How to Apply

Those interested in applying for the MNA Operations Coordinator position should email their resume and cover letter to mna@mtnonprofit.org. The priority acceptance period for applications is Friday, June 9 at 5:00p MDT.

Not sure you meet all the job qualifications? Let us decide! Research shows that women and members of other under-represented groups tend not to apply to jobs when they think they may not meet every qualification when, in fact, they often do. We are committed to creating a diverse and inclusive working environment and strongly encourage you to apply.

Job Description

Position Overview

The MNA Operations Coordinator is a customer service and team-oriented person who often serves as the face of MNA, providing crucial support to MNA members and staff. This position is responsible for all aspects of office management, administrative & program support, event management, member and program-related support activities, internal operations, limited accounting support, and data collection and analysis. The position requires superb organizational skills, excellent self-motivation, attention to detail every day, and someone who enjoys problem solving and helping others succeed. This position will emphasize building and supporting a positive internal culture at MNA and building and supporting an external reputation for exceptional responsiveness and professionalism.

This position reports to MNA's Associate Director and works closely with all members of the team.

This is a full-time non-exempt position scheduled for 32-hours per week with a starting salary between \$45,000 and \$50,000. Work can be completed flexibly, including from home and office, with attendance periodically required at events. Consistent presence and responsiveness via phone, email, and in the office is required. Some projects can be completed on a flexible, nontraditional time frame while others require being present during office or event hours. Travel may be required to events up to five times/year.

Job Requirements

Primary Functions & Responsibilities:

- **Member/Customer Service, Management and Outreach:** Engagements with MNA members and the general public is professional, responsive, appropriate, and in furtherance of the mission.
 - Lead customer service for the team, often the first point of contact for the public, respond to and direct outside information inquiries (TA's) to the team.
 - Assist with MNA's Customer Relations Management (CRM) system, including membership and donation data entry, workflow development and management, events, etc.
 - Coordinate event logistics, including venue selection and scheduling, catering, set-up/tear down, and serving as lead contact during events.
 - Assist with platform and digital event registration management, including maintaining registration data and facilitating electronic communication with registrants.
 - Assist with MNA external publications, including data collection and analysis, design, copy, and contractor management.
- **Internal Operations and Board of Directors Support:** The MNA team and Board have what they need to make timely decisions and execute the mission of the organization.
 - Manage the internal performance management process, ensuring that program dashboards are updated and available according to the team schedule.
 - Consistently organize and maintain office systems, operations and procedures.
 - Maintain office calendar, schedule staff meetings, and coordinate miscellaneous office events
 - Manage file systems, digital needs (phone, internet, computers, etc.), and ensure data security
 - Light office maintenance (plant watering, office tidiness, water cooler, etc.), supply ordering, errands, etc.
 - Maintain and order office equipment, computers, and supplies; assist with light IT questions
 - Collect and distribute the mail
 - Receive and record deposits, coordinate record keeping with membership and bookkeeping, take prepared deposits to the bank, and help track receivables/payables
 - Executive support: manage executive schedules, calendars, appointments, travel, and expense submissions

- Board support: scheduling board and committee meetings, meeting minutes, board communication, and committee support.
- Participate as a full member of the team in staff meetings and taking on additional projects as needed to support the functioning of the team
- Promote a warm office culture, including recognizing and celebrating team birthdays, anniversaries, work anniversaries, and other significant life events.
- Provide assistance collecting and analyzing registration and event data.

Work Approach

To be successful, this position should be approached with:

- **Consistency:** Reliably complete work and be present within designated timeframes, provide timely responses to member calls, emails, and messages, manage expectations of team members and members to provide a professional and responsive approach to member outreach and technical assistance.
- **Communication:** Regularly communicate across the team to share information and problem-solve.
- **Collaboration:** Proactively collaborate across the team to support program activities and member engagement.
- **Conscientiousness:** Maintain data and systems with an eye to detail and an understanding of how systems and processes impact different audiences, including audiences of various ages, genders, races, backgrounds, membership status, backgrounds, and beliefs.

Compensation Information:

- The MNA team typically works a 32-hr work week, with Fridays off. There are months in the year, including September, where we move up to a 40-hour week.
- 32 Hrs/Week with flexibility
- \$48,000 annual salary for 32-hr work week
- Overtime pay for hours worked above 40 in a week.
- Benefits include:
 - Employer-paid health insurance
 - Matching retirement contributions
 - Health Savings Account contributions
 - Generous paid and sick leave

Working Remotely:

MNA offers employees some flexibility in work location, but as the operations coordinator is crucial to the functioning of the office, this position will work primarily in the office in Helena, Montana.