



Collaboration for
Early Childhood

PROFESSIONAL POSITION DESCRIPTION

JOB TITLE:	Operations Coordinator
REPORTS TO:	Executive Director
COMMITTEE AFFILIATIONS:	Development Work Group

WHO WE ARE

The Collaboration for Early Childhood is a collective impact agency in the Chicago suburbs. Our primary goal is to build the capacity of the community around us to support children under five years of age and their families. We work with early childhood professionals, community leaders, and families to raise our community's ability to support young families. We are a professional agency with a big heart and an important mission. We care deeply about the work that we do, and are looking for someone who above all has a passion for impacting the lives of children. Our work is complex and thorough and our goal is to bring about real and lasting change in the community.

OVERVIEW

The Operations Coordinator provides administrative support to all aspects of the organization as described below. A central figure in the Collaboration's office, this person works with all members of the staff, the Collaboration's Board of Directors, and many contractors and partners to ensure they have the administrative and logistical support needed to work most efficiently. This includes maintaining a highly-functioning physical and virtual office environment. The Operations Coordinator assists with the Collaboration's fundraising, events, and communications efforts. They are usually the "warm and informed" person that visitors to our office meet first. The Operations Coordinator is a member of the Operations Team.

CONTENT AREAS

- **Office Administration and Organization**
- **Fundraising and Donor Database Management**
- **Board of Directors Support**
- **Meetings and Symposium Logistics**

MAJOR RESPONSIBILITIES

Office Administration & Organization

- Ensure the smooth functioning of the office by maintaining adequate supplies and ensuring equipment is working well.
- Organize and maintain all aspects of the physical office.

- Organize and maintain all records (digital and hard copy) and online file systems.
- Work with staff to collect and maintain accurate and complete records of activities of the Collaboration including meeting dates, minutes, program materials, and archival materials.
- Interface with technical support (computer/network hardware and software), vendors (equipment, maintenance, cleaning, etc), and the landlord as needed.
- Maintain the organization's calendar with a focus on office culture, inter-department connection, and shared awareness of activities.
- Occasionally, perform light scheduling for the Executive Director and staff teams.
- Maintain contact lists and meeting schedules of the Collaboration's Board of Directors and committees.
- Order program and outreach activity supplies as indicated by staff, and verify orders are received.
- Coordinate with staff who handle finances to provide documentation for purchases.

Fundraising and Donor Database Management

- Support the Collaboration's fundraising activities, which include individual donor solicitations, grants, and special events.
- Lead the Operations Team logistics of the twice-yearly appeal to donors (printed and online).
- Keep the donor database updated with all pertinent information, including details on individual donors, grants, and campaigns.
- Ensure all donor entries and activities are up to date and accurate.
- Acknowledge all donations.

Board of Directors Support

- With direction from the Executive Director, correspond with the Board of Directors about logistical items, events, and reminders.
- Write the official minutes of all Board of Directors meetings.
- Compile and distribute documents in accordance with the Open Meetings Act of Illinois.
- Provide support to compile the monthly Board packet of materials.

Meeting Logistics

- Support all logistical aspects of Collaboration meetings and events including securing meeting spaces, providing timely notice of upcoming meetings and activities, writing minutes, and preparing and distributing documents for meetings.
- Serve as the point person for in-person, virtual, and hybrid meeting setup, including making sure the technology is working well and attendees have the information they need to participate.
- Work with the Collaboration staff to support program events when needed and upon the request of the Leadership Team. This may include but is not limited to:
 - Supporting program-related activities through the development and distribution of event registration links, invitations, evaluations, newsletters, mailing lists, and coordinating vendors.

Symposium Logistics

- Provide administrative support for all aspects of the Collaboration's annual Early Childhood Symposium including but not limited to: mail merges, generating reports, tracking and handling changes to registrations by phone and email, and working with conference committee members, staff, and volunteers to prepare all materials prior to the event.
- Serve as a key member of a team for all logistics of the Symposium, whether it is held in-person or online.

General

- Greet visitors and volunteers to the office and provide a friendly and warm first point of contact for families.
- Collaborate with staff, contractors, and partners to collectively impact beneficial outcomes for young children.
- Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias.
- Create and contribute to a positive and collaborative environment for staff, contractors, and community members through positive communication and a commitment to relationship building.
- Contribute positively to the future growth and expansion opportunities for the agency.
- Additional activities upon the request of the Executive Director.

ESSENTIAL KNOWLEDGE AND SKILLS

- Excellent organizational, written, and oral communication skills.
- Ability to work respectfully with racially and culturally diverse people with differing professional skills, backgrounds, incomes, and experiences.
- Flexible self-starter who is able to work in a low-structured setting.
- Ability to prioritize tasks and possess a good eye for detail.
- Proven ability to problem solve within a team context and a strong commitment to collaborative work.
- Strong ability to manage, learn and navigate donor database systems (Neon a plus).

REQUIREMENTS:

- BA degree or at least three years of prior experience in office management and administrative work.
- Strong understanding of technology, including excellent knowledge of Microsoft Office Suite, Google Apps, and Adobe Acrobat. (Knowledge of Neon, Basecamp, MailChimp, and Qualtrics is a plus). Comfortable using databases and data visualization tools.
- Experience working with diverse populations including racial, ethnic, ability, economic, gender, and from various geographical settings.
- Ability to lift 25 pounds.
- Attendance is required at monthly Board of Directors meetings in the evening.
- Attendance is required at the annual Early Childhood Symposium.
- Attend some Collaboration events, which are occasionally on nights and weekends.

SUPERVISORY RESPONSIBILITIES: None.

CONTRACTOR OVERSIGHT: Contractors primarily related to facilities (security, technology, cleaning, printing, repairs, and maintenance).

WORK FORMAT: This position is full-time, office-based, and located in Oak Park, IL. This role is expected to perform functions in person in Oak Park, IL, and nearby areas.

The Collaboration will make reasonable accommodations in compliance with the Americans with Disability Act of 1990. Unless exempted by the ADA, the person hired for this position will be required to perform all the tasks required to fulfill job responsibilities including having the ability to lift up to 25 pounds.

Elements of each job position at the Collaboration for Early Childhood are subject to change as the agency grows and evolves. Staff may be asked to assume responsibilities not listed on this form.

The Collaboration for Early Childhood is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit, and organizational need.