

Delta Gamma Center

Operations Coordinator

The Delta Gamma Center's mission is to help children who are blind or visually impaired reach their full potential through family-centered, specialized services and community support. DGC provides educational, developmental, therapeutic, and recreational services to children from birth through high school, and their families, as they seek to live a life without limits from vision loss.

POSITION SUMMARY

The Operations Coordinator is responsible for coordinating the day-to-day administrative and operational needs of the Delta Gamma Center. This position is key to the Center's accounting, financial, HR, administrative, IT, and facility operations and is integral to achieving of all DGC's programmatic and operational goals.

RESPONSIBILITIES

Accounting and Finance (30%)

Under the direction of the Director of Operations, performs accounting and finance functions to ensure accurate and timely records and compliance with DGC internal controls and external deadlines and requirements.

- Deposits checks/cash received daily
- Coordinates check/online payment request process on a weekly basis and reconciliation of credit card statements on a monthly basis for payment by due date
- Coordinates with appropriate staff to prepare, follow-up on payment, and reconciliation of billing data/invoices related to grants, pledged donations, program fees for services, and other earned revenue
- Records accounting entries ensuring adequate detail for future review and analysis of data to include adequate description and correct coding
- Assists in monthly closings and preparation of financial reports:
- Assists with preparation of budget variance analysis and cash flow projections
- Assists with the annual operating and capital budgeting process
- Assists with the annual audit and IRS 990 preparation
- Ensures all accounting and finance documentation is retained in electronic files in an organized manner consistent with DGC's policies and procedures, document retention regulations, and GAAP
- Supports the review, updating, and dissemination of accounting and finance policies, procedures, and forms ensuring they are well-documented and communicated to staff

Human Resources Management (20%)

Under the direction of the Director of Operations, processes payroll, administers employee benefits, coordinates hire-to-rotate processes and HR policy and procedures.

- Manages the set-up, updating, and maintenance of each employee's payroll record to ensure correct classification, pay rates, deductions, accrual rates, etc.
- Administers employee benefits including annual and new hire benefits enrollment processes
- Coordinates the hire-to-rotate processes with managers and other staff
- Maintains accurate and complete electronic HR data and files for payroll, personnel, benefits, and other HR purposes in compliance with applicable laws and DGC policies and procedures
- Ensures that all HR processes are in compliance with applicable laws and adheres to company policies and procedures; coordinates the review, updating and dissemination of HR policies, procedures, and forms ensuring they are well-documented and communicated to staff

Admin, IT, and Facilities (30%)

Oversees the administrative needs of the agency and the day-to-day operational needs of the organization including supporting IT and facilities operations.

- Sorts and distributes daily incoming mail; prepares outgoing mail
- Manages vendors and service providers including service contracts, ordering/scheduling deliveries/services and verifying completeness for billing purposes
- Oversees the day-to-day operations of the building, grounds, and office equipment to include access, security, safety, organization, cleanliness, and functioning
- Manages the housekeeping team (staff and/or contractors) ensuring the building and grounds are well maintained and safe for employees, clients, and other visitors
- Provides back-up support for reception in answering phones, receiving visitors, etc.
- Coordinates, as needed, with staff and IT contractor to manage computer and network maintenance and troubleshooting needs, as well as urgent IT requests
- Assists staff to effectively use basic technology tools and software available in the organization, e.g. email and Microsoft Office
- Maintains accurate and complete electronic administrative data and files for in compliance with applicable laws and DGC policies and procedures; maintains staff and shared organizational contact records
- Coordinates the review, updating and dissemination of administrative policies, procedures, and forms ensuring they are well-documented and communicated to staff
- Supervises administrative volunteers
- Notarizes documents for DGC, staff, and families
- Participates in Program and Development activities and events as needed

Executive Assistance to Executive Director (20%)

- Assists with communications such as writing and editing emails, drafting memos, and preparing communications on the executive director's behalf
- Proofreads copy for spelling, grammar, and layout, making appropriate changes
- Organizes meetings including scheduling, sending reminders, and organizing catering
- Maintains comprehensive and accurate records, documents, and reports
- Provides administrative support for the Board of Directors

QUALIFICATIONS

- Bachelors degree or equivalent professional experience in business or related field required, accounting coursework preferred
- Five to seven years of experience in accounting and administrative positions with increasing levels of responsibility and independence, nonprofit accounting experience preferred, HR experience is a plus
- Outstanding attention to detail and commitment to accuracy and completeness of data, records, and files
- Ability to prioritize and effectively manage multiple projects independently meeting tight deadlines; comfortable working in a fast-paced environment where demands may need to be reprioritized frequently
- Demonstrated ability to produce high-quality work and maintain focus on tasks while handling interruptions
- Exercises discretion and good judgment in areas of responsibility with an ability to anticipate and solve problems, seeking supervisory support as needed
- Ability to respond effectively to the most sensitive inquiries or complaints
- Strong critical thinking and problem-solving skills needed to learn complicated processes and respond to unique situations
- Exceptional interpersonal, written communications, and customer service skills to build relationships and represent the organization effectively; able to work collaboratively and effectively with internal and external constituents from all walks of life
- Able to represent the agency in a professional and mature manner; able to maintain complete confidentiality of information; has the ability to be both diplomatic and discrete around sensitive executive work
- Strong computer/technology skills including
 - Advanced skills with Microsoft Office Excel; proficient with MS Word and Outlook (email, contacts, calendaring) required

- Experience working with accounting systems required, experience with QuickBooks is a plus
- Proficiency in working with databases and web-based information systems
- Develops proficiency with new technology quickly
- Has a “can do” attitude and a strong desire to learn and grow in all areas, but especially in taking full advantage of technology to maximize productivity, efficiency, and accuracy

REPORTS TO

Director of Operations: accounting and finance; HR; admin, IT, and facilities

Executive Director: executive assistant role

TERMS OF EMPLOYMENT

- Full-time nonexempt (37.5 hours per week), with some evening and weekend hours
- Must have a car and maintain a valid driver’s license, auto insurance, and acceptable driving record
- Background checks, drug screen, and health certification completed upon offer of employment
- Must be physically able to lift or move 30-50 pounds; push/pull and lift equipment and supplies; and stand or sit for long periods

BENEFITS

Benefits offered to full-time employees include:

- Competitive salary
- Medical, dental, short-term and long-term disability, and life insurance
- Defined contribution pension (5% employer contribution) and tax-deferred annuity plans
- Paid time off: vacation, sick leave, personal time, holidays, winter (one week) and summer (one week) breaks, parental leave
- Professional development opportunities
- Mileage reimbursement at IRS rate

TO APPLY

- Submit a cover letter explaining why you are interested in this position and how your personality, skills, and professional experience make you the ideal candidate for the position outlined in the job description.

- Submit a resume outlining their professional experience and achievements, education, and relevant training and credentials, and
- Complete a brief questionnaire that should take 10-20 minutes

Please make sure the file names of your documents include your name and type of document (e.g. lname_fname_cvrltr, lname_fname_resume).

Click on the link below to complete the questionnaire and upload your documents.

<https://dgckids.typeform.com/to/snsxdv69>

You won't be able to save your answers and come back, so please make sure you have your documents ready to upload and have enough time to complete the questionnaire.

If you would like to view the questions to help prepare in advance, click here:

[Operations Coordinator Online Questions](#)