



Job Description

Operations Coordinator

General Purpose of Position: The Operations Coordinator plays a central role in supporting the day-to-day operations of the organization through a diverse range of responsibilities in human resources, finance, Board administration, office operations, technology, and facilities. This position serves as a trusted administrative resource across the agency, ensuring essential systems, processes, and records are managed accurately, efficiently, and with exceptional attention to detail.

General Expectations

Agency

- Serve as an effective representative of Parenting Now's Mission, Goals, and Values
- Be familiar with all Parenting Now programs

Work Practices

- Demonstrate reliable attendance and punctuality
- Prioritize work, use time efficiently and productively
- Adapt to change, demonstrate flexibility, ask questions
- Anticipate problems, make sound decisions, and take appropriate action
- Learn new information relevant to position and grow as a professional

Interpersonal

- Demonstrate effective written and verbal communication
- Maintain respectful and effective working relationship with volunteers, student interns, co-workers, supervisors, families, community members, and professionals
- Utilize supervision effectively
- Accept and use constructive feedback from others to improve job performance
- Support co-workers in doing their jobs and function as an effective member of the team
- Respect and value people of diverse cultures, ethnicity, sexual orientation, religion, ability, style, etc.

Core Responsibilities

- Process HR and payroll transactions, maintain HRIS records, and support accurate payroll and benefits administration.
- Maintain confidential personnel, payroll, benefits, recruitment, and medical records in compliance with organizational policies and record retention requirements.
- Support employee onboarding, prepare routine HR reports and documentation, and serve as an administrative resource while referring complex HR questions to the Director of Operations.
- Process incoming revenue, prepare bank deposits, reconcile agency credit card, and coordinate vendor payments, reimbursements, and accounts payable documentation.

- Maintain organized financial records, route invoices for approval, and support accurate, timely financial documentation.
- Assist with audits by maintaining complete financial files and retrieving documentation as needed.
- Compile and reconcile program data from multiple internal sources to prepare quarterly reports for the Oregon Parenting Education Collaborative (OPEC), and similar reports as requested.
- Coordinate Board administration by maintaining Board records, directories, calendars, and administrative communications, including onboarding materials for new members.
- Support Board meetings by coordinating logistics, preparing meeting materials, and arranging room setup, technology, and refreshments.
- Serve as a primary administrative resource by managing incoming communications and providing exceptional support to staff, visitors, volunteers, and community partners.
- Coordinate office operations, including supplies, mail, shared calendars and administrative systems, office equipment, and vendor services.
- Help maintain an organized, welcoming, and professional office environment that supports the daily operations of the organization.
- Provide first-level technology support by troubleshooting routine issues, coordinating equipment setup and inventory, and serving as the liaison with IT vendors and service providers for more complex needs.
- Coordinate facility operations by serving as the primary contact for vendors, managing maintenance and preventive services, maintaining office access records, and supporting workspace and common area organization.
- Perform other related duties as assigned.

Supervision Received From: Director of Operations

Required Skills and Abilities:

- Exceptional organizational and time management skills, with the ability to prioritize competing responsibilities and adapt to changing priorities while meeting deadlines.
- Excellent verbal, written, and interpersonal communication skills.
- Strong service orientation with the ability to collaborate effectively across departments and provide responsive, professional, and helpful support to employees, Board members, vendors, and community members.
- High proficiency with standard office tools (Microsoft Office Suite or Google Workspace), specifically Word/Docs and Excel/Sheets and a strong ability to learn new software platforms quickly.
- Knowledge of financial processes, including standardized coding, record reconciliation, and maintaining accurate financial documentation.
- Proven ability to handle sensitive, confidential personnel, medical, and financial records with strict adherence to organization rules and privacy.
- Working knowledge of office technology and the ability to troubleshoot routine hardware, software, and connectivity issues, escalating more complex problems as appropriate.

- Excellent attention to detail and commitment to accuracy, with the ability to consistently produce complete, error-free work and identify discrepancies before they become issues.

Required Experience:

- Two or more years of progressively responsible administrative support or office operations experience.
- Direct experience following multi-step administrative workflows, processing documentation, and managing calendars.
- Experience managing digital files using Google Drive or a similar cloud-based document management and collaboration platform, including organizing shared files, collaborating on documents, and maintaining version control.

Desired Education and/or Experience:

- Three or more years of progressively responsible administrative or operations support experience preferred.
- Experience with HRIS (Paylocity), accounting, or office management software.
- Experience working in a nonprofit organization.