***Rural Community Assistance Corporation***

**Job Description**

***Operations Resource Coordinator I***

**Classification:** *Grade 7* **Department:** *Operations*

**Status:** *Non-Exempt* **Supervisor:** *Operations Resource Supervisor*

**Organization**

Founded in 1978, RCAC seeks to collaboratively build the capacity of organizations that serve low-income people living in the rural West (13 states including Alaska and Hawaii). RCAC works in partnership with small rural and Indigenous communities and other local agencies to provide tools and resources necessary to improve their quality of life. RCAC offers a wide range of services to communities with fewer than 50,000 people including technical assistance and training for environmental infrastructure; affordable housing development; economic and leadership development; and financing to support community development. Since its inception, RCAC’s dedicated staff and active board have helped affect positive change in rural and Indigenous communities across the West.

**Corporate Operations**

The Operations department under the direction of the Chief Operating Officer (COO) is responsible for the agency operations including building management, procurement, events, grants and contracts administration, meeting planning and information technology. In addition, the operations teams support corporate initiatives such as Wellness, training strategy, the Vector fund, data, and impact.

Corporate operations staff works to safeguard the reputation and the resources of RCAC, so the organization and its clients thrive. Staff work with internal and external clients in support of the work. The outcomes of operations work include compliance with regulations and cost containment in support services.

**Position Description**

The Operations Resource Coordinator 1 performs general support services for corporate, home, and field staff. Major responsibilities include but are not limited to provide data entry support; maintain files; assist with travel arrangements; support building management; shipping and receiving; provide computer assistance; perform receptionist duties as needed; and conduct general administrative tasks.

**Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process.** **Duties and responsibilities include, but are not limited to:**

* Assist with on-site activities, as requested, with COO and Events Department
* Make travel arrangements for COO
* Input vouchers, invoices, and other data into various spreadsheets or accounting software
* Assist with preparing, maintaining, and retrieving reports, documents, binders and files
* Prepare, proofread, and format documents following RCAC’s style manual
* Provide excellent customer service in both verbal and written communication
* Prepare general correspondence, manage mailing lists, ship materials and maintain documents and files
* Assist team members with spreadsheet and/or Unanet data entry
* Order supplies and maintain inventory tracking
* Assist with issuing and maintaining corporate credit card usage
* Manage, process, and track employee airline reservation requests, and secure the best price and time for travel
* Perform receptionist duties as needed as a back-up for reception desk and emergency coverage
* Provide computer software assistance to team members
* Perform other duties as required

**Skills and Qualifications**

* Three years minimum experience utilizing standard office procedures and equipment
* Proficiency with English language, grammar, spelling and punctuation
* Ability to use a personal computer at high-level proficiency using Word, Excel, Outlook and Adobe
* Considerable experience proofreading and editing documents
* Ability to work with minimum supervision and manage multiple priorities simultaneously
* Ability to follow detailed instructions
* Ability to problem solve
* Strong organizational skills?
* Ability to effectively listen and communicate professionally both verbally and in writing
* Ability to work independently within a team environment
* Proficiency operating a multi-line telephone system

**Preferred Education and Experience:**

A combination of experience and education is necessary to qualify for the position. A typical qualifying combination may include:

Experience:

Three years of applicable experience (education may be substituted for experience).

Preferred Education:

Associate degree (additional qualifying experience may be substituted).

**Physical Job Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable persons with disabilities to perform the essential functions.

Work performed in an office requires the ability to operate computers and various pieces of office equipment, including the telephone. Use may be moderate (average two hours per day) to heavy (four or more hours per day)

While performing the duties of this position, the employee is often required to stand and/or sit for prolonged periods of time; walk; talk; hear; use hand to finger; handle; feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl.

The employee may occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Special Requirements:**

Possession of a valid driver's license and proof of insurance that meets the minimum requirements ($100,000/$300,000) of RCAC corporate liability policy will be required when traveling for business purposes.

*RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, sex, age, national origin, disability, veteran status, sexual orientation, gender identity or marital status, or any other status protected by law. RCAC strives to reflect the diverse constituencies that the organization serves*.