



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

**UNITED WAY OF SOUTH HAMPTON ROADS
Operations Coordinator**

Title:	Operations Coordinator (\$40,000 - \$45,000)
Department:	Operations (Finance, HR, IT, Facilities)
Report To:	Workplace Campaign Manager
Date Created:	May 2023

Why Work for United Way:

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

Objectives & Expectations:

We are looking for an outgoing and highly organized operations coordinator to assist with the management of daily business activities and administrative tasks. The operations coordinator's responsibilities include, but are not limited to, front desk and reception roles, assisting with company events, calendaring, room reservations, campaign season duties, and liaising with volunteers, donors, participants, and employees.

To be successful as an operations coordinator, you should be able to resolve problematic situations efficiently and have excellent communication and organizational skills. Ultimately, an outstanding operations coordinator should be able to help promote the smooth daily operations of the office.

Commitment to equity, diversity & inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence: The Operations Coordinator adopts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work with both internally and externally, engage with, and the people we serve. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.



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Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. For complete details that include attributes and behaviors please see the United Way Core Competencies Checklist in the shared Human Resources Network Folder. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Essential Duties and Responsibilities include the following:

- Serving as the company's "Ambassador of First Impressions." Answering incoming calls, referring calls to appropriate person, and taking messages. Controlling buzz-in system at front entryway.
- Serving on and leading the Safety Committee. Assisting in incident investigations and determining causes and corrective actions. Conducting daily walkthroughs to ensure a clean, organized, and safe office. Encouraging co-workers to correctly use PPE.
- Supporting the Operations department (finance, HR, IT, and facilities), including attending various meetings and recording minutes for review and distribution.
- Assisting with the management of daily operational activities, including mail, data entry, documentation processing/filing, etc.
- Performing administrative tasks, such as answering phones, calendaring, and scheduling and booking meetings and events in appropriate conference room spaces. Serving as the primary booking agent for all collaboration and meeting spaces.
- Assisting with the management of office supplies and inventory.
- Assisting with planning and organizing events, staff training, and employee engagement activities.
- Preparing and maintaining operations documents and reports, including standard operating procedures (SOPs).
- Assisting with managing and tracking projects.
- Other duties as assigned.



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Key Skills Requirements:

- High school diploma/GED required.
- Bachelor's degree preferred.
- Experience in office management or an administrative role.
- Excellent communication and people management skills.
- Excellent organizational and time management skills.
- Proficiency in Microsoft Office.
- Ability to multitask and prioritize.
- Self-starter with strong problem-solving skills.

Work Demands & Environment:

- Ability to stoop, lift, finger – for example pick, pinch, or type and grasp.
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exerting up to 20 lbs. of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.
- Ability to inspect and analyze figures, accounting items, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of inside environmental conditions that may occur in an office or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens.
- Although inside work is the rule, it is required that the individual be able to travel and may be exposed to a variety of weather conditions.

Interested? Please send your cover letter and resume to humanresources@unitedwayshr.org. We will continue accepting applications until the position is filled.

United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.