



**Position:** Operations Coordinator

**Reports to:** Operations Manager

**Overview:**

The Operations Coordinator supports the day to day operations of the organization. Under the supervision of the Operations Manager, the Coordinator supports various organizational areas including financial management and reporting, human resources, data management, technology, and administrative functions.

**Primary Functions:**

**1. Support general operations**

- Manage the front desk and reception area: greet visitors, answer phone, and coordinate WeChat parent messaging
- Coordinate facilities needs (e.g. furnishings, housekeeping, equipment maintenance/repairs)
- Coordinate office resources, vendors, technology, and supplies
- Support bookkeeping and accounting in conjunction with the Operations Manager and Accountant; maintain organized documentation and tracking needed for monthly reconciliations and monthly financial reporting
- Support monthly payroll processing by collecting and entering payroll data
- Coordinate new staff and volunteer onboarding process, including collecting paperwork, entering information into various databases, and ensuring compliance with personnel requirements (e.g. background checking, first aid certifications, etc.); maintain organized and complete personnel files
- Work in conjunction with the IT staff to maintain the organization's technology equipment and software

**2. Support program administrative functions**

- Maintain thorough knowledge of program structure, activities, and goals/objectives and be able to communicate effectively about these aspects to youth, parents, and the community
- Understand and assist program staff with the student enrollment process (eligibility, registration, paperwork, and orientation)
- Support program data collection and entry into required platforms (e.g. Cityspan, E-Cornerstone, etc.)
- Coordinate bi-monthly payroll for all youth workforce programs, including collecting payroll paperwork and entering payroll information
- Support tutor scheduling and daily tutor/student assignments
- Assist with parent communications (e.g. translation of materials and verbal interpretations between English and Chinese) and manage monthly newsletter to parents

**3. Provide general support to staff team**

- Support the organization's community relations and outreach strategy to gain general visibility, partnerships, financial support, and new talent

- Support efforts to present positive image of Project: VISION programs to relevant stakeholders
- Support fundraising campaigns and events as needed
- Support key communication and outreach strategies for the organization, including translation of materials to Chinese
  - Support creation of bi-monthly (or quarterly) newsletter
  - Gather content for social media
  - Design and create simple print materials for general organizational promotion or program recruitment efforts

**Qualifications:**

- Minimum high school diploma required; bachelor degree highly preferred
- Interest in nonprofit career and youth development
- Strong written and verbal communication skills
- Professional with excellent customer service skills
- Excellent organizational skills, attention to detail, and ability to handle multiple tasks and projects
- Familiarity with the service community (the Greater Chinatown community) desired
- Possess self-initiative and ability to work independently and as part of a team
- Proficiency with Microsoft Office tools, Google applications
- Professional proficiency in written and spoken Chinese (Mandarin and/or Cantonese) required

**Compensation:**

Exempt, 40 hours/week

Benefits eligible (paid time off, medical, and dental)

Starting salary range: \$38,000-42,000 (commensurate with experience)

To apply, please send a resume to us via email at [careers@projectvisionchicago.org](mailto:careers@projectvisionchicago.org).

*Project: VISION is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*