



Position: Operations Coordinator

Reports to: Operations Manager

Status:

Exempt, 40 hours/week

Starting salary range: \$40,000-45,000

Benefits eligible (medical, dental, paid time off)

Project: VISION is a nonprofit organization with a mission to help youth of Chicago's Greater Chinatown community achieve their full potential by providing them with tools for educational, personal, and civic development. PV serves over 300 middle and high school youth each year out of its two Chinatown youth centers as well as three local school-based sites. We are seeking a mission-driven individual to join our team as the Operations Coordinator.

The ideal candidate will have a commitment to our mission, interest in building systems and processes, and willingness to be flexible and responsive to the needs of a growing organization.

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:

- Bachelor's degree required
- Minimum of 2 years of professional experience, preferably in similar operations role
- Proficiency with Microsoft Office tools, Google applications
- Familiarity with data management
- Professional with excellent customer service skills
- Minimum of conversational spoken Chinese Cantonese and/or Mandarin highly preferred
- Other qualifications for consideration will be:
 - Demonstrated strong interest in a nonprofit career
 - Values alignment with the organization, including commitment to its mission and goals and the issues of AAPI and immigrant youth and families and the local Chinatown community
 - Ability to problem solve, offering ideas and suggestions while working with team members to overcome challenges
 - Self-driven work ethic and resilience as demonstrated by exhibiting ownership of projects, taking initiative, and able to adapt to shifting priorities and needs of the organization
 - Strong organizational skills with attention to detail and capacity to manage multiple projects and occasional high volume of work with efficiency and without sacrificing quality
 - Positive attitude with ability to problem solve in the face of challenges and turn negative outcomes into learning opportunities
 - Comfortability with working independently but also able to work in a team environment and willing to ask for help when needed
 - Strong written and verbal communication skills

To apply, please send a cover letter and resume to us via email at 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.