



*Connecting Those Who Serve with Those in Need to Build a Stronger Community*

## **Loudoun Cares Operations Coordinator**

### **Organization Overview**

Loudoun Cares (LC) serves Loudoun County residents and nonprofits by pursuing our mission of “connecting those who serve with those in need to build a stronger community”. Rarely do you find a true intermediary nonprofit organization that not only helps people in need find resources but also connects community residents that want to give back through volunteerism with the nonprofits that need support. Our ConnectLine and online Volunteer Center platform are hubs connecting resources and coordinating services.

### **Operations Coordinator Overview**

We are looking for an Entry-level Operations Coordinator to assist with a variety of operational, relational, programmatic and administrative duties. This position will report to the Executive Director and act in accordance with the strategic direction set by the Board of Directors and the Executive Director.

To be a successful Operations Coordinator, you should be a strategic thinking and creative self-starter, must be organized and detail-oriented, comfortable working with diverse individuals and teams (to include clients we serve, government representatives, Board of Directors, and other LC employees and volunteers), possess excellent communication skills, and be competent in higher level operational practices. A background in non-profit operations, human resources, business administration, project management, community outreach, fundraising, and/or marketing/digital marketing are highly desirable.

### **Primary Duties and Responsibilities**

#### Operational

- Support acquisition, documentation and allocation of equipment management (e.g., computers, printers)
- Maintain vendor relations and database with relations to building maintenance, utilities, and everyday operational needs. Audit vendor relationships annually
- Assist Executive Director in updating QuickBooks with deposits, expenditures, monthly entry review, creation and maintenance of excel spreadsheets to track funding for all programs, assist with reporting (monthly/quarterly/annually) for all contracts and grants
  - Assist Executive Director with building facility:
  - Maintenance of building facility
  - Tenant request for repairs/issues
  - Ensure compliance with Town and County regulations/zoning/permits
- Assist Executive Director with creation of volunteer job descriptions and oversight of volunteers/interns on site
- Update records and create reports and/or proposals (e.g. monthly report items for Board of Directors, statistics for grant writing)
- Assist Executive Director on sponsorships, grants, donor relations and fundraising efforts

## Relational

- Represent Loudoun Cares at community activities to enhance the organization's community profile and share information on programming and events. (e.g. volunteer & information fairs, CofC presentations, Community Outreach presentations, Networking events)
- Represent Loudoun Cares at various job/resource fairs
- Provide program related content for communications such as media relations, social media, newsletter etc.
  - Maintain library of story content and testimonials to be used in communications
- Build positive relationships within the LC team (e.g., members of the "working" Board of Directors, LC volunteers, and employees) and external parties (e.g., nonprofits, volunteers, community groups, and corporations)
- Contribute to marketing materials for classes, fund development, and assigned events
- Conduct program related presentations to community organizations when needed
- Ensure technology is used correctly for all operations (e.g., video conferencing, presentations)
- Keep updated records and create reports or proposals (e.g., monthly report items for Board of Directors, statistics for grant writing)
- Provide technical training to nonprofits, volunteers, and corporations with regards to online Volunteer Center platform
- Support growth and program development within LCPS and Faith Based Organizations

## Programmatic

- Oversee the planning, implementation and evaluation of the Volunteer Center programs and activities:
  - Online Volunteer Center platform (Year Round)
    - Actively outreach to nonprofits to join platform
    - Actively engage volunteers (individual & corporate) to use platform
    - Coordinate corporate teams for volunteering when necessary
    - Monitor backend stats for platform and use data to adjust program initiatives
    - Create training program for new nonprofits (new initiative to be developed in cooperation with Executive Director)
  - Volunteer Management Training (bi-annually; Spring/Fall timeframe)
    - Market training series
    - Manage registration and event preparation (location, catering, materials prep, etc.)
  - Outstanding Volunteer Awards (annually) (in cooperation with Executive Director)
    - Solicit nominations from nonprofits and public through marketing efforts and networks
    - Manage incoming nominations
    - Create judges packets
    - Assist in event planning and event day activities (April-May time period)
- Ensure implementation of policies and practices related to programs
- Ensure programs and services contribute to mission and reflect priorities and approved budget of the Board
- Monitor delivery of programs and events to maintain or improve quality
- Fulfill other duties as assigned by Executive Director

## Administrative

- General administrative assistance (manage general phone responses, emails)
- Development and Maintenance of Excel spreadsheets and tracking for all contracts, grants
- Assist Executive Director with correspondence
- Manage office supplies
- Assist with staff appreciation projects

## **Qualifications**

- Outstanding verbal and written communication skills
- Self-starter and able to work independently and in a group
- Ability to work with diverse and multi-disciplinary teams
- Creative, out of the box thinker
- Excellent time management and organizational skills with a track record of meeting deadlines
- Flexible, adaptable and willing to take on new tasks
- Tech savvy, proficient in MS Office and Google Drives, social media platforms, various databases

## Education/Experience

- Any combination of training, experience and education which provides required knowledge, skills and ability to perform the duties of the position
- Non-profit experience, working with volunteers, fundraising and development, and/or marketing experience strongly preferred, but not required
- Bachelor's degree preferred

## Personal Characteristics

Should possess the personal characteristics essential for public employees, including integrity, initiative, emotional maturity, dependability, courtesy, good judgment, and the ability to work cooperatively with others. The optimal candidate will possess a high emotional quotient, as our staff engages with individuals in various stages of trauma and/or mental health. An ability to adapt an approach based on the audience is a crucial skill.

## **Working Conditions**

- Works in office, classroom and event environments both on and off-site
- Remote work may be available
- Ability to lift 40 lbs. on occasion and stand for unspecified amounts of time

## **Hours/Salary**

- Full-time, salary, paid holidays, unlimited PTO
- Monday, Friday – Flexible hours, remote
- Tuesday, Wednesday, Thursday – In office hours (9AM – 5PM)
- Some weekends and evenings required to meet the needs of the programs
- \$45,000 - \$50,000/annually - dependent on education and experience

**TO APPLY:** Send cover letter, resume and 3 professional references: Jenny Tomlinson at [jenny@loudouncares.org](mailto:jenny@loudouncares.org)