

Union Health Foundation – Operations Coordinator

Position Description:

Operations Coordinator is responsible for the management and improvement of Foundation operational systems, processes and policies in support of the Foundation mission – specifically to enhance operational reporting, information flow and management, business processes and organizational planning.

Responsibilities of the Operations Coordinator include but are not limited to:

- Reporting capacity and integrity
 - Create and tailor financial reports
 - Donor reports – internal and external
- Ongoing review of operational efficiencies
 - Gift processing
 - Evaluation of operational expenses
 - Budget review and reporting
- Database management and research. Oversight of CRM systems for prospecting, research and pipeline development.
 - Donor segmentation (ie – service-line targeted engagement, cultivation and solicitation)
 - Grateful patient identification for cultivation and engagement
 - Identification of engaged prospects not-yet-donors
- Metric measurement and reporting
- Oversight of day-to-day office operations
- Responsible for Foundation payroll
- Management of all information systems, coordination, training and maintenance.
- Development and management of reporting functions (financial, fundraising, distribution and organizational impact)
- Monitors budget.
- Manage vendor relationships, vendor cost comparisons, contracts, and vendor and lease invoice payments.
- Work closely with Exec Director on policy and procedure compliance.
- Participates and assists as needed with special projects and events.

The ideal candidate will have demonstrated leadership abilities, the ability to provide support and guidance to professional and administrative staff regarding Foundation-wide office operations and activities. This position requires creativity and resourcefulness in the application of concepts, plans and strategies that accomplish goals and objectives. The Operations Coordinator is expected to exercise prudent judgment, define work objectives, develop efficient methods and systems to support a high level of performance to achieve Foundation goals. The Foundation operates in a fast-paced and multi-dimensional environment, the Operations Coordinator will be expected to be a collaborative, engaged member of both the Foundation and Union Health teams. The Operations Coordinator will enjoy immersing him or herself in the Foundation's culture and mission focused practices toward improving health and wellness in the Wabash Valley.

Qualifications and Experience Needed:

- B.A. or B.S. degree in business administration, business management or related field, and a minimum of 3-5 years demonstrated successful experience in progressive office management/services; demonstrated experience in business operations and data management.
- Must have strong interpersonal, communication (oral and written), organizational, problem-solving and critical thinking skills
- Excellent computer skills, including Microsoft Access, Excel, Word, PowerPoint, Blackbaud RaisersEdge, SalsaLabs or Customer Relationship Management software.
- Experience with highly confidential information

Ideal Candidates will also possess:

- Ability to manage and prioritize multiple projects simultaneously
- Organizational savvy skill set, outstanding negotiation skills and ability to influence others
- Ability to work with people at all levels of the organization, with an engaging, energetic and diplomatic personality
- Have a very high level of personal and professional integrity and trustworthiness
- Sense of humor and ability to remain calm and professional under pressure
- Thrives and enjoys working in a fast-paced and fun environment
- Ability to maintain composure, be flexible, exercise discretion and make sound professional judgment
- Willingness to "roll-up sleeves" with a positive, can-do attitude
- Other important qualities required; possesses an enthusiastic team player attitude; problem solver not afraid to make decisions; high level of accountability and willingness to take responsibility