



# CANCER SUPPORT **COMMUNITY** GREATER LEHIGH VALLEY

## Operations Coordinator Position Description

**Status:** Part-time hourly (24-30 hours per week)

### Overall Function:

- The Operations Coordinator is responsible for the general administration of office operations and the volunteer program. Responsibilities include, but are not limited to, administrative support, including data entry for programs and development; coordinating and overseeing volunteers; maintaining office supply inventory and ordering supplies as needed; and coordinating maintenance with property management as needed. Provides excellent customer service to internal and external constituents while maintaining a professional demeanor.

### Administrative and Data Responsibilities

- Attend staff meetings and other required meetings as needed.
- Maintain the CSCGLV Info email account.
- Maintain the aesthetics and appearance of the building.
- Maintain office supply inventory and order as needed.
- Maintain an office calendar.
- Database management:
  - Update and maintain donor/partner/member information.
    - Gift Management, including preparing letters of acknowledgement for donors.
    - Run reports/mailing lists as requested.
    - Member management, including entering the Annual Visitor Forms information into the database.
    - Complete the quarterly ADAPT Program Quality Assurance Report.
- Clerical Support:
  - Ability to work with Excel, Word, and mail lists.
  - Sort mail and distribute.
  - Distribute routine program correspondence, including the program calendar.
  - Confirm program attendance and make cancellation calls as needed.
  - Assists in program coordination (i.e., emailing registrants program links, reminders, and supply lists).
  - Make copies/packets as requested.
  - Generate surveys via Survey Monkey as needed.
- Other duties as assigned.

### Volunteer Responsibilities

- Volunteer and Outreach Coordination.
  - Recruit and orient new volunteers.
  - Maintain the volunteer spreadsheet to keep updated contact information, track opportunities, and hours.

- Assist the Director of Development and Marketing with the planning and coordination of event volunteers.
- Provide communication with volunteers on upcoming opportunities.
- Organize and oversee projects for office volunteers.
- Assist the Director of Development and Marketing with community event participation selection.
- Process, coordinate volunteers, and attend health fairs, third-party events, and CSCGLV events.
- Other duties as assigned.

## **Qualifications**

- **Education:** High school diploma required; some college or college degree preferred.
- **Experience:** At least three years of experience in an Administrative Assistant Position; non-profit experience preferred.
- Bi-lingual preferred.
- Has a passion for the mission of the organization.
- Strong organizational skills: ability to work in an organized manner within established procedures.
- Ability to manage conflicting priorities and multiple tasks, working independently.
- Ability to use good judgment in making day-to-day decisions.
- Strong interpersonal and written communication skills, with an ability to work cooperatively with a broad range of individuals, including the Board of Directors and donors.
- Knowledge of Microsoft Office programs, including Outlook, Word, Excel, PowerPoint, and donor database systems.

## **Other Requirements**

- Valid Pennsylvania driver's license, proof of auto insurance, and daily access to a personal vehicle.
- Clearances required: PA Child Abuse, PA State Police Criminal Background, FBI Fingerprint.
- Required to stand, sit, and demonstrate manual dexterity regularly. Occasionally, lifting moderately heavy objects (up to 50 pounds) may be required during the workday.

**Salary Range - \$18-\$23 an hour**

**Email Resume to [CSCGLV@cancersupportglv.org](mailto:CSCGLV@cancersupportglv.org)**