

Happy Hope Foundation

Job Description

Job Title: Administrative & Operations Coordinator

Reports to: Executive Director

FLSA Status: Non-Exempt

Prepared Date: April 2026

Salary range: \$25-35 per hour

Schedule: 24 - 32 hours/week, Monday-Thursday, Fridays occasionally

The Happy Hope Foundation is a nonprofit based in Pocasset with a mission to deliver a boost of hope through its Happy Hope Bag program to children receiving care for a health or safety crisis. Happy Hope Bags are special kits filled with creative activities and basic need items that address a child's health and well-being. Since 2011, the Foundation has donated over 1 million Happy Hope Bags to children across the U.S. and around the world.

Position Summary:

The Administrative & Operations Coordinator position is an opportunity for a highly motivated individual with excellent organizational and people skills to join a nonprofit with nationwide impact. This position provides essential support to the daily operations of the Happy Hope Factory and contributes to the growth of the organization by building connections within the community and engaging corporate partners in virtual event participation.

Responsibilities:

- Assist Executive Director with day-to-day operations of the Happy Hope Factory warehouse.
- Provide administrative support to the Executive Director, including managing communications, reporting, and managing meeting preparation.
- Provide assistance with event and order entry within Salesforce.
- Manage a robust volunteer program, including recruitment, orientation, supervision, and recognition.
- Lead Happy Hope Bag packing events both on-site and virtually, with the ability to effectively convey mission and purpose to corporate and community audiences.
- Supervise the safety and appearance of all areas of the Factory, ensure facility is welcoming and accessible to staff, volunteers and the general public.
- Manage the receipt and storage of inventory and supplies.
- Lead and supervise the packing of all sample kits and Happy Hope Box components; review and ensure orders for events are shipped without error and on a timely basis.
- Lead and supervise the set up and take down of activity stations for volunteer groups at the Happy Hope Factory.
- Assist with print shop operations and creating basic sign packages.
- Social media management, including creating posts and sharing content submitted by corporate partner volunteers.

Qualifications:

- College degree preferred, or equivalent experience
- Prior management and site leadership experience required
- Excellent communication and interpersonal skills
- Strong attention to detail
- Multitasking skills to coordinate volunteers, printing, and oversight
- Strong knowledge of Office 365, Zoom, Microsoft Teams preferred
- Previous experience with Salesforce preferred
- Ability to work independently in a fast-paced environment and meet deadlines
- Demonstrated initiative, reliability, and good judgment
- Ability to perform repetitive tasks with accuracy
- Ability to work a flexible schedule
- Commitment to and enthusiasm for the mission, program and services of the Happy Hope Foundation
- Able to perform other duties as needed

Physical Demands:

- Frequent lifting, standing, walking, bending and reaching
- Use of pallet jacks, ladders, computer equipment
- Ability to lift up to 50 pounds
- The ability to see, hear, and speak

Working Conditions:

- Work is performed in an office setting, warehouse, and occasionally virtually using a platform that can include Zoom and Microsoft Teams.

Send your resume to wendy@happyhopefactory.org

<https://messageofhopefoundation.org/>