Title: Operations Coordinator  
Group/Team: Finance  
Reports To: VP of Finance  
Status: Full-Time  
Category: Staff  
FLSA Classification: Non-Exempt  

Position Summary:
Ensures callers and visitors to United Way of Southern Nevada are treated with the utmost courtesy and their needs are handled efficiently, accurately and professionally. Assists with special projects and database management.

Key Responsibilities / Essential Duties of Position:
1. Screens incoming phone calls appropriately by either providing direct assistance to the caller or identifying an internal source and transferring the call.
2. Greets, screens and directs visitors.
3. Maintains the scheduling calendar for various conference rooms for internal meetings and serves as the main contact.
4. Orders and maintains adequate level of all basic office supplies for use by all departments. Assist departments with special office supply purchases.
5. Provides training to other staff members to assure consistent quality of service during coverage periods.
6. Creates, updates and distributes internal phone listing.
7. Enters data for pledge processing and assists with special projects, as time permits.
8. Provides exemplary internal and external customer service.
9. Maintains confidentiality of all corporate, personnel and research matters.

Equipment and Software Operation:
The incumbent in this position may operate any/all of the following equipment:

- Telephone, cell phone and fax machine
- Computer, printer and related equipment
- Copy machine
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• Audio-visual equipment
• Personal automobile
• Calculator

Computer software may include any or all of the following:

• Microsoft Office - Word, Excel, PowerPoint, Outlook, Project Planning and Visio
• Internet Explorer
• Donor Database and/or Customer Relationship Management System

Position Requirements:

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent must have:

• Ability to function effectively and efficiently in a fast-paced environment.
• Experience with Microsoft Office Suite software, including Word, Excel, PowerPoint and Outlook scheduling.
• Typing and data entry skills.
• Knowledge of Internet and e-mail system.
• Excellent phone etiquette and interpersonal skills.
• A professional appearance and demeanor with adherence to the UWSN attire policy

These requirements are met by a minimum of one to three years of administrative experience. Prior non-profit and administrative support in a fund-raising environment is preferred.

The incumbent must be able to perform this job safely, without endangering the health or safety of him/her or others.

Core Competencies

• **Mission Focused.** Commitment to mission to create real social change that leads to better lives and a healthier community. This commitment drives performance and professional motivation.
• **Collaborator.** Understands the roles and contributions of all sectors in the community and can mobilize financial and human resources through meaningful engagement.
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- **Brand Steward.** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network. Is accountable and transparent with all stakeholders.
- **Relationship-Oriented.** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Result-Driven.** Dedicated to shared and measurable goals for the common good and creating, scaling and leveraging strategies and innovations for broad-based investment and impact.

**WORK ENVIRONMENT**
The environment for this position is an open office area that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. Also, the incumbent will travel to client sites, workplace events, meetings, etc.

**PHYSICAL ACTIVITY**
In the course of performing this work, the incumbent:
- Will spend substantial time standing, sitting, speaking, and listening
- Will regularly work on a computer and/or related office equipment
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job

This job description describes the general nature and level of work performed by employees assigned to this position. It should not be construed as an exhaustive list of all required duties, responsibilities and skills. Reasonable accommodations may be made to enable disabled individuals to perform the essential functions of the job.

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