Operations Coordinator (NOLA)

Job Title: Operations Coordinator (NOLA)
Reports to: Director of New Orleans Programming
Job Status: Full time (40 hours/week)
Salary: $40,000 - $45,000
Application Deadline: August 18, 2023
Location: New Orleans, LA

About Generation Hope:

Generation Hope is a nonprofit organization with a mission to ensure all student parents have the opportunities to succeed and experience economic mobility by engaging education and policy partners to drive systemic change and providing direct support to teen parents in college as well as their children through holistic, two-generation programming. To date we have provided over $1 million in tuition assistance, supported over 330 teen parents in college, celebrated more than 170 degrees earned through our program, and built relationships with 30+ two and four-year institutions across the country. For more information, please visit www.generationhope.org.

By joining our team, you will be working for an organization named "one of the best nonprofits" by the Catalogue for Philanthropy. Not only do we live out and operationalize our values, we have done the work to create a culture that truly supports every member of our staff. The best part of our organization is the people, from the families we serve to the team we have deliberately cultivated. We strive for excellence while understanding the most valuable asset that we have is our people. We celebrate diversity in all of its forms, including thought, professional and lived experiences, race, gender - even taste in music. If this sounds like a mission and work environment you would like to contribute to and grow with, please consider joining our team.

Position:

The Operations Coordinator is a full-time position, working directly with the Director of New Orleans Programming to enhance Generation Hope’s internal and external effectiveness in the New Orleans area. The Operations Coordinator serves as a point of contact for the organization in the New Orleans area and is responsible for providing outstanding customer
service, being an enthusiastic professional, and building relationships with stakeholders. This position collaborates with the home office Operations, Finance, and Development teams to support day-to-day activities and support donor management systems and tasks as they relate to the New Orleans office.

Responsibilities:

Operations

- Implement and maintain New Orleans office operations and procedures, handling correspondences, designing and adhering to document management and filing systems, reviewing supply requests, and performing clerical functions to improve office efficiencies
- Make recommendations that increase efficiency, maximize operational budget and nurture team culture
- Greet visitors by welcoming and directing them appropriately, including answering incoming calls, relaying messages, and fielding general inquiries
- Provide logistical support for large meetings taking place in and out of the New Orleans office
- Check the mail regularly and ensure staff receive relevant mail
- Manage New Orleans Programming calendar and communicate any scheduling changes to relevant staff
- Procure and maintain printers and other office equipment, including working with vendors and suppliers and assisting staff with use and troubleshooting of equipment
- Manage local facility needs, ensuring all spaces are appropriately cleaned, maintained and stocked, ordering necessary tools, equipment, and supplies, and managing the inventory system
- Research any needed equipment and software and makes recommendations to the Director of New Orleans Programming
- Serve as the liaison with outside vendors/service providers related to operations needs, such as subscription-based services, office space, and IT firm
- Monitor and keep the organization’s New Orleans area memberships current (i.e. Chamber of Commerce, etc.)
- Train new staff on the CRM and work with the home office Operations team to maintain an internal usage guide to assist staff with how to use the database on an ongoing basis
- Work with the Director of New Orleans Programming to plan and support site-specific events (i.e., team retreats, team morale activities, etc.)
- In partnership with the Director of New Orleans Programming and the home office Operations team, support staff onboarding
- Support the Director of New Orleans Programming with the Local Advisory Board including meeting scheduling and planning, preparation of meeting materials, and ongoing local board support
• Serve as thought partner to the Director of New Orleans Programming and other New Orleans staff regarding improving the experience for staff, families and stakeholders

Development/Communications
• Provide regular content (i.e. photos and anecdotes) to the home office Communications team to assist in telling the story of Generation Hope’s work in New Orleans
• Partner in creating documents, presentations, and other materials involving administrative work in tandem with the home office Development team (i.e. preparing for meetings with local donors)
• Assist with compiling compliance-related documents and receipts for New Orleans related grant proposals and reports

Bookkeeping and Finance Administration
• Partner with the home office Finance team to manage all local accounting activities (e.g. deposits, check requests) and serve as local point of contact for questions regarding accounting processes and procedures
• Manage the tuition check process for all New Orleans Scholars, including making and tracking any necessary refund requests
• Works with the home office Finance team to monitor New Orleans related financial pledges in the donor database

Programming
• Support the execution of Scholar Program events by assisting with venue and vendor research, recruiting volunteers, ordering supplies, assisting with set-up, etc.
• Manage all in-kind donations for the New Orleans site, including executing the Fall and Spring Wishlist and Holiday gift campaign, working with in-kind donors to coordinate acceptance and drop-off of items, and ensuring that in-kind donation forms are completed accurately and in a timely manner
• Assist in recruiting volunteers to support New Orleans programming
• Support the Director of Programming in tracking Scholar and mentor applications and required paperwork and scheduling interviews
• Other duties as assigned

To qualify for this position, you should have:
• Personal qualities of honesty, credibility, and dedication to the mission and values of Generation Hope
• An Associate’s degree in nonprofit management, finance management, finance, and or business administration or a similar degree program or a combination of training and experience
• Minimum 4 years of operational and office management experience, preferably in a nonprofit organization
• Experience managing Quickbooks Online or similar financial management software is a plus
• Proficient computer skills and in-depth knowledge of relevant software such as Microsoft Suite, Google Workspace, CRM’s, etc. required
• Knowledge of standard office administrative practices and procedures, organization and problem-solving skills, which support and enable sound decision making

To be successful in the position, you must be able to:
• Work in a fast pace environment, a multi-tasker with the ability to wear many hats
• Innovate and be creative, having the ability to generate solutions that will streamline work
• Set up, prep, and organize in-person and virtual meetings, such as Zoom, Google Meet, etc.
• Demonstrate comfort using a business email system, such as Gmail
• Build relationships with various personalities while continuing to enforce policies
• Prioritize, negotiate, and work with various internal and external stakeholders.
• Serve as an accountability partner for staff and a thought partner for the Director of New Orleans Programming
• Willing to travel if needed (no more than 10% travel outside of the New Orleans area)
• Personal and professional commitment to understanding and dismantling systemic and institutional racism

CANDIDATES MUST RESIDE IN GREATER NEW ORLEANS BEFORE THE EMPLOYMENT START DATE. Generation Hope has a hybrid remote and in-office work model.

Generation Hope provides full benefits, including 403(b), health, dental, and paid time off. More information on benefits can be found at generationhope.org/careers. As a safeguard to the health of our employees, participants, and community, all new hires must be fully vaccinated against COVID-19 by the employment start date. Our full vaccination policy is available here.

To apply, please complete the online application. If this link does not work, you can access the application at this URL: https://Generation_Hope.formstack.com/forms/apply_now. No calls, please.

Generation Hope is an equal opportunity employer. Generation Hope will not discriminate on any basis prohibited by law, including marital status, personal appearance, sexual orientation, gender identity or expression, family responsibility, matriculation, political affiliation, race, color, religion, sex (including pregnancy, childbirth, related medical conditions, breastfeeding, or reproductive health decisions), age, national origin, genetic information, veteran status, and disability.