



POSITION ANNOUNCEMENT
Operations Coordinator
May 2021

Organization Background:

Sound Discipline is a leading education equity nonprofit, working with partners to transform schools into equitable learning communities. We employ a variety of social emotional learning models that are science-based, trauma-informed, restorative, and child-centered to facilitate change in the ways adults see and respond to students, and to change systems in schools that perpetuate racial disparities in discipline.

To learn more, visit www.sounddiscipline.org.

Job Summary:

The Operations Coordinator ensures the efficient day-to-day operations of the organization and is the lead staff member for all administrative work and provides limited administrative support to executive and other staff. Currently this role is primarily remote and when/where appropriate also does some on-site work in our Seattle (Sodo) office. The Operations Coordinator is the first point of contact for the public, manages calendars, collaborates with the Program Manager on events, manages contracts for services, provides data for invoicing and tracking, enters data into the database and provides necessary reports (*for detailed job description see last page*).

The ideal candidate will have these core competencies.

- **Excellence in a support role:** You have experience directly supporting senior managers/executives and other staff.
- **Excellence in a customer service role:** You are committed to excellent customer service for the public and internal customers alike.
- **Organized and attentive to detail:** You're organized, detail-oriented and accurate. You capably manage multiple projects.
- **Effective under pressure:** In previous jobs or internships, you have managed high volumes of complex logistical details.
- **Skilled with communication:** Your verbal and written communications demonstrate clear thinking, analysis, and a sensitivity to your audience. You ask questions when you need to (including clarifying or to get more information on a specific matter).
- **Tech savvy:** When working with a new program or application you quickly become fluent.
- **Problem-solving:** You adapt when unexpected challenges arise. You quickly reorient and identify the best new course of action.
- **Passion for the mission:** You have a passion for Sound Discipline's mission and goals.

Required Qualifications:

- High proficiency in Microsoft Office 365 (Word, Excel, Outlook) and Google Suite.
- Excellent attention to detail and accuracy.
- Experience working with teams and individuals with diverse racial, cultural, and ethnic backgrounds.
- Ability to multi-task and work well under pressure.
- Committed to excellent customer service (for both internal and external customers).

- Ability to perform work in a stationary position (standing/sitting) and nearly constant use of a computer, moving to/from various work areas, standing, squatting, reaching, walking and stairs. Ability to lift up to 35 pounds.
- Pass Washington State criminal background check.
- Sense of humor.

Preferred:

- Two or more years of relevant experience.
- Salesforce or other database experience.
- Bachelor’s degree or similar experience.
- Bilingual a plus.

Compensation. \$22-24/hr (\$45-50k annual) DOE. Benefits include: PTO, Holidays, Health insurance, Retirement (SIMPLE IRA w up to 3% match), Long Term Disability insurance, Life Insurance, Employee Assistance Program, Internet Stipend.

To Apply:

We are excited to receive applications from a broad range of applicants as we grow our team to better reflect the diversity of the communities Sound Discipline is committed to serve. Enthusiastic candidates should submit their resume and cover letter (briefly addressing questions below) in a single PDF (for the file name please use your “last name, first name”) to hr@sounddiscipline.org with “OPS Coordinator” in the subject line. For full consideration please submit complete applications by June 1, 2021. Open until filled.

1. Based on your review of Sound Discipline’s website, what connects you to the mission and the work of Sound Discipline?
2. Given what you know about the position, what three strengths would you employ that will contribute to your success in this role?
3. Using a scale of 1-5 (1 being “Basic” and 5 being “Advanced”), rate your fluency with the following programs:
 - MS Office Suite
 - Google Suite
 - SharePoint
 - Salesforce

Application process

We plan to conduct screening interviews on a rolling basis as applications are received. We anticipate interviews with top candidates and offer will be made in June. Ideally, we’d like our OPS Coordinator to start in July. **Please, no phone calls, emails or other inquiries.**

Sound Discipline is committed to recruiting, hiring, developing, fairly-compensating, and promoting the best-qualified individuals for positions at all levels within the organization. We believe the organization’s goals can only be attained by utilizing the diverse skills and backgrounds of all our employees. We therefore maintain an unequivocal commitment to and support of equal employment opportunity for all individuals, free from discrimination based upon characteristics protected by law such as race, color, national origin, religion, creed, age, sex, sexual orientation, gender identity, marital status, disability, veteran status or any other characteristic protected under local, state or federal law.

The Operations Coordinator performs a wide range of duties including the following:

Executive and Team Administrative Support (approx. 20% time)

- Scheduling and calendar management support for the Executive Director
- Provide support to management
- Provide administrative and customer service support to the board as needed
- Answer (and refer as necessary) general phone/email/web/voicemail inquiries
- Log inquiries into Salesforce
- Log in, prepare and sort incoming and outgoing mail and packages
- Purchase, receive and organize basic office supplies
- Work with Program Manager to ensure sufficient stock of workshop materials for facilitators (e.g. handouts, surveys, sign-in sheets, etc.) for in-person workshops; coordinate on communications, materials for registrants when workshops are held virtually
- Efficiently maintain, organize and archive both electronic and paper-based files
- Accurately enter, update and export records in the database
- Manage both external and internal event records on the calendar
- Travel arrangements for staff

Finance Support (approx. 25% time)

- Consistent and accurate entry of transactions, expenses, deposits, and employee expenses in database
- Prepare weekly accounting reports for bookkeeper and senior staff
- Process credit card payments from clients
- Monthly credit card reconciliation
- Coordinate and export employees' expense export from database
- Coordinate, file and prepare submitted expense receipts from employees
- Prepare timely and accurate billing information
- Conduct regular follow-up with clients on aging invoices

Operations/HR Support (approx. 25% time)

- Ensure current non-disclosure agreements are on file for districts annually
- Maintain accurate and organized client contract files
- Ensure up-to-date client, contract, and service information is entered in database
- HR onboarding
- Maintaining staff resources on the intranet

Development Support (approx. 20% time)

- Maintain donor records in database
- Regularly and accurately enter gifts in database
- Maintain and produce fundraising reports from database
- Assist with gift acknowledgments for Development staff as requested
- Support donor appeals via Mailchimp and with physical donor appeals
- Assist with fundraising event logistics (post-pandemic) as needed

Program Support (approx. 10% time)

- Provide administrative support and backup to program team