

Executive Service Corps of Southern California
Position: PROGRAMS & OPERATIONS COORDINATOR

As Los Angeles' premier provider of high-quality capacity building services for nonprofits, Executive Service Corps of Southern California (ESC) annually helps more than 125 nonprofit clients work towards their missions through affordable coaching and consulting by trained executive-level volunteers. Our vision is to see successful nonprofits making our community an extraordinary place in which all can thrive.

ESC's work environment is supportive, collaborative and exciting, and dedicated to high standards and professional growth. We are committed to creating a thriving work culture that is reflective of the diverse, equitable, inclusive, and anti-racist world in which we want to live. And because our work and the organizations we serve are deeply rooted in values that advance racial equity and social justice, we also aspire to actively reflect and root ourselves in these values throughout ESC.

Position Overview: The Programs & Operations Coordinator works independently across all areas of ESC to support both back-office administration and client-facing services to ensure that our team is able to successfully implement on programs, trainings, volunteer engagement activities, and events seamlessly. This position is dynamic in nature and the ideal candidate should expect each day to be different while working across all areas of the organization.

Reports to: Interim Vice President of Administration

Position: Permanent, Full-Time, Non-Exempt Hourly

Location: Hybrid with work from home and in-person work at our offices in downtown LA at The California Endowment

COVID-19 Vaccination Requirement: Employees must be fully vaccinated against COVID-19 and up to date on booster(s), as recommended by the CDC, prior to start date.

Compensation: The range for this position is \$19.00 - \$25.00/hr.

Salary is competitive and commensurate with experience. Generous benefit package including health, dental, life, 403b program, paid holidays including paid time off between Christmas Eve and New Year, sick and vacation time.

Primary Responsibilities: While the specific activities to perform the duties of the Programs & Operations Coordinator (P&OC) will vary given the evolving, hybrid nature of the work environment in the COVID era the P&OC will have primary responsibility for the following:

Client-Facing Team Responsibilities:

- Provide primary and key support to Programs & Training team to ensure the successful execution of day-to-day institute and volunteer engagement activities;
- Provide and own key aspects of in-person training day logistics, including but not limited to, registration, overall venue aesthetics, hospitality, and other responsibilities as requested;
- Provide and own aspects of remote training day logistics including Zoom event production, participant troubleshooting, and other coordination elements;

- Oversee and anticipate supply and book orders for trainings;
- Provide support to Development & Communications team for remote and in-person events (such as invitations, registration, event setup, venue coordination, etc.);
- Provide direct setup assistance and ongoing support, as necessary, to consultants for shared user accounts (Survey Monkey, Zoom, etc.); and
- Oversee regular delivery of special occasion cards to consultants and other members of the ESC community.

Operations/Office Responsibilities:

- Manage on-site and general office needs: ordering and replenishing office supplies, office space utilization logistics (booking, desk supplies, ongoing upkeep, space usage policy revision and enforcement, etc.), printer/copier ongoing maintenance, and other responsibilities as requested;
- Oversee and organize office storage space to ensure supplies and equipment are adequate and orderly;
- Serve as primary liaison with building representatives for facility/property issues;
- Liaise with building facility for staff and consultant room bookings;
- Open, sort, and distribute company mail;
- Provide printing coordination and assembly support for trainings, events, mailings, board meetings and other communications initiatives;
- Support ESC staff recruitment efforts and logistics;
- Manage and oversee master internal organization calendar ensuring key dates such as staff schedules, holidays, board meetings, trainings, and so forth are recorded with accuracy and timeliness; and
- Keep internal team informed and coordinated by serving as point of contact for out of office inquiries, calendar invites, Zoom room hosting, etc.

Financial responsibilities:

- Code deposits per remote deposit procedure and make updates to Salesforce for client payments;
- Provide ongoing service log administration (data archiving, point of contact for inquiries, etc.);
- Provide regular reports to management staff regarding accounts receivables for client payments, engagement letter status, monthly board dashboard, and daily deposit reports;
- Provide support to annual audit, including collection of documents in response to requests from auditors; and
- Coding and submitting office purchase receipts to Bookkeeper for accounts used in execution of this position's roles and duties.

Preferred Qualifications:

- Bachelor's degree and/or equivalent training and experience.
- 2+ years of experience working in an office administrative setting.
- Comfort working remotely and learning new tools; experience with Zoom, Salesforce or other CRM, and Microsoft 365, a strong plus.
- Previous event coordination and planning experience, a strong plus.

Desired Characteristics

- Ability to troubleshoot. You may not know the answers, but you will try your best to find the solution and engage others, as needed.
- Strong systems thinker. You draw connections between what you are doing and its relationship to the activities of the entire team, and make suggestions, decisions or inquiries in anticipation of this.
- Strong ability to work effectively both independently and collaboratively with team members and with other constituencies and stakeholders. Appreciation for and desire to add to a supportive, high-functioning, caring team.
- Ability to foster personal connections and relationships with fellow staff members, volunteers, and other community stakeholders.
- Passion for ESC's mission to empower nonprofit leaders and strengthen our region's philanthropic and nonprofit sectors.
- Commitment to diversity, equity, inclusion and anti-racism.
- High level of personal and professional integrity, with proven success in managing confidential and sensitive information.

To Apply: Please email a **cover letter and resume** to jobs@escsc.org with the Subject line: "Programs & Operations Coordinator". Any application missing requested documents will not be considered. This position will remain open until the staffing need is met.

ESC is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive staff team and a work environment which treats all employees in an equitable and respectful manner at all times. ESC's aim is for our staff, Board and volunteers to reflect the diversity of the community we serve.

For more information about ESC and our programs, please visit: <https://www.escsc.org>.