



Operations Coordinator

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Reports To:

The **Operations Coordinator** will report to **President & CEO of Leadership Maryland**.

Status: Full Time Exempt

Location: Must live in Maryland preferably on the Eastern Shore near Easton, MD. Role is mostly remote but does require some travel and in-person interaction with other staff members.

Job Overview:

The Operations Coordinator leads and assists with the activities related to the Executive Program and its pre-graduation activities. In addition, this role manages all aspects of all board of directors meetings and many administrative functions related to the organization, communications, committees, and the board of directors. The position requires the Operations Coordinator to work well independently and in teams.

Responsibilities and Duties:

Executive Program

- Attend all LMD sessions
- Manage planning for all meals and A/V prior to session
- Key onsite coordinator for each session managing:
 - LMD set-up (agendas, name tags, table tents, etc.)
 - logistics for food
 - hotel A/V
 - transportation (i.e. buses)
 - troubleshooting
- Book all staff and board of director hotel rooms as needed
- Update information with various forms in the vendor systems as needed
- Export data from the application form vendor into Dropbox storage and database, into our database, and into MailChimp
- Negotiate all contracts (e.g.: hotel, transportation, restaurant) and provide them to President & CEO for review and signature



- Develop and maintain a one spreadsheet with all hotel booking information and deadlines for the class
- Oversee and manage procurement of materials and supplies for the program, including speaker biographies & photos
- Assist President & CEO in communicating with the LMD class, when appropriate
- Develop and distribute all surveys to attendees for sessions and export all results

Board Meetings & Committees Support

- Once on-site, ensure that room is set-up correctly, including name tents for Board members, staff and guests
- Ensure food and beverages are available for meetings as needed
- Assist with Board meeting packets both electronically and paper copies
- Take notes at Board meetings; prepare and produce minutes within two weeks of meeting
- Email the Secretary and President & CEO for review, edit/approval of the minutes, then email to all Board members
- Assist with meeting invites for all committee meetings
- Assist with preparation of any necessary items for committee meetings
- Take minutes of all committee meetings and produce within two weeks of the meeting
- Email the committee chairs and the President & CEO for review, edit/approval of the minutes.

Systems/Vendors

- Be fluent in using our database to make updates/changes related to this positions' responsibilities (Executive Program, Board, and Committees)
- Be fluent with the various vendors the organization uses and make adjustments/updates as needed.
- Monitor website content; propose, submit, and track changes, as needed. This includes content related to members, current class, prospective applicants, Board-related content, etc.
- Observe other websites and identify improvements that may be useful for LMD

Database Administration

- Control and maintenance of database for non-Alumni
- Enter prospects – accuracy of entering information is critical
- Update Committee Members in database
- Make edits and changes in a timely manner
- Ensure format consistency i.e. titles, addresses, relationship to companies, membership status, custom information



- Work with the Director of Accounting reconciliation of database content to QB and database
- Identify uses of database to enhance efficiency and accuracy of LMD activities; create and document systems and procedures to maximize usefulness of database
- Monitor procedures to ensure database security/updates; recommend and implement changes and improvements, as needed

General Responsibilities

- Stores all files electronically and in the organizations Dropbox folders
- Coordinate all mailings as needed
- Monitor, document and develop procedures and recommend changes to improve service and efficiency
- Anticipate upcoming projects and coordinate development of schedules to ensure timely completion
- Ethical behavior
- Attention to detail
- Manage special projects, as assigned by President & CEO

Qualifications:

This position requires a skilled professional with a confident and positive demeanor, distinct verbal and writing skills and excellent interpersonal skills.

Skills Required

Essential computer skills are required including:

- Microsoft Office Suite
- Must know or easily learn vendor programs such as Personify, Survey Monkey, JotForm, Mail Chimp, etc.

The personal skills required include:

- High ethical standards
- Positive demeanor
- Ability to work with individuals from diverse backgrounds
- Willingness to learn new procedures, software, and systems, as needed