



An Invitation to Apply for the Position of

Operations Coordinator, LearningWorks

FOUNDATION *for* CALIFORNIA COMMUNITY COLLEGES

An Equal Opportunity Employer

Category: Full-Time/Non-Exempt

Supervisor: Center Director, LearningWorks

Job Purpose:

LearningWorks aims to strengthen student achievement in the California community colleges (CCCs). It does so by facilitating, disseminating, and funding practitioner-informed recommendations for changes at the system and classroom levels, and infusing these strategies with statewide and national insights.

LearningWorks strengthens the relationships that offer the greatest potential for accelerating action, including those between policy makers and practitioners, among overlapping initiatives, and across the 112 colleges.

LearningWorks is founded on a unique partnership across three organizations: the Career Ladders Project for California Community Colleges (Career Ladders Project), the Research and Planning Group for California Community Colleges (RP Group), and the California Community Colleges Success Network (3CSN).

LearningWorks operates under the fiscal sponsorship of Foundation for California Community Colleges (Foundation), the non-profit auxiliary for the California Community Colleges. (For more information on LearningWorks, go to www.LearningWorksCA.org)

The Operations Coordinator oversees the smooth operations of the office. Responsible for reception, event planning, technical support, office maintenance, scheduling, general administrative support, and related duties. Coordinates with staff of partner organizations, contractors and LearningWorks grantees across California. Provides executive level administrative and operational support to the Executive Director, Center Director and Leadership team and coordinates field activities as well as daily office operations for LearningWorks.

Essential Job Duties/Responsibilities:

1. Work with Executive team and FCCC staff to track expenditures across multiple funding streams. Submit bills for review; manage account balances to ensure sufficient funds are available when needed, track monthly invoices for timely receipt. Receive and check expense reports. Generate invoices as needed and submit for payment. Track and enter credit card purchases, prepare statement for reconciliation.
2. Serve as first point of contact for partners, vendors, and the community. Serve as front office support by answering phone, directing callers and taking messages.
3. Serve as liaison and ensure professional interface between LearningWorks staff, advisory group, leadership team and key contacts.
4. Process and distribute incoming and outgoing mail, packages and publications.
5. Design, edit and format reports, articles, correspondence, email updates and other publications

6. Coordinate printing of program related materials and documents.
7. Assist and coordinate executive team travel and travel associated with board and advisory team meetings.
8. Schedule and coordinate program related meetings and events to include but not limited to staff meetings, inter-office events, learning sessions, conferences, presentations, site visits, board meetings, and advisory team meetings. Serve as administrative support during the meetings by coordinating logistics, travel, taking meeting notes, preparing summaries and related materials.
9. Maintain office records including program and office documentation, filing systems, directories and data bases. Ensure protection, currency and security of files and records, including confidential materials.
10. Support grant report preparation and grant management.
11. Coordinate with the HR personnel within The Foundation for California Community Colleges to support human resource functions as needed.
12. Coordinate and maintain the office facilities, including but not limited to maintaining signage and informational postings, ensuring the tidiness and organization of public and office spaces, coordinating janitorial and building maintenance services, administering the assignment of furniture and equipment and ensuring office is properly functioning. Troubleshoot problems with the physical office space as they occur. Keep staff informed about office related issues.
13. Maintain office supplies, review and approve routine supply requisitions in accordance with appropriate purchasing policies, anticipate needed supplies, monitor and replenish inventory, verify receipt of supplies, and make recommendations to the Executive Director and Leadership team for improvements or additions.
14. Coordinate with computer support service personnel, technology consultants and communication vendors to ensure continuous operations, including office communications, video conferencing, IT and web operations. Act as liaison to ensure network and email is functional and troubleshoot issues as needed. Coordinate with technology vendors to ensure back-up of server and institutional web sites are running on schedule, and arrange for offsite back-ups.
15. Assists with obtaining proposed hardware and software including the acquisition, distribution, and maintenance of software and other related network resources. Maintain log and file system for software media, warranties, licenses, manuals.
16. Provide web support (desirable but not required).
17. Perform other duties as assigned.

Knowledge, Skills, and Abilities:

- Ability to multitask, prioritize tasks and efficiently manage time
- Ability to exercise good judgment and effectiveness in working with a high-performing team
- Ability to learn quickly and willing to ask for help
- Excellent verbal and written communication skills to support customers, teammates, clients and partners
- Ability to prepare, read, analyze and interpret documents
- Ability to work in a collegial, collaborative environment
- Ability to respond effectively to inquiries or complaints
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems
- Passionate about promoting educational opportunities, career advancement and success for at-risk students
- Ability to work in a fast-paced, dynamic environment
- Ability to work independently with minimal supervision
- Proficient knowledge in the following areas: office management, program coordination and or educational team leadership administration

- Strong interpersonal skills including an ability to manage effective phone and interpersonal relationships across partners from community colleges, government agencies, community organizations and the philanthropic community
- Attention to detail and high level of accuracy and effective organizational skills
- Experience serving a diverse population
- Customer service techniques and skills
- Proficiency with Microsoft Office Suite
- Ability to maintain confidentiality of sensitive information
- Ability to work effectively when parameters are not well defined
- Ability to work under pressure to meet scheduled deadlines
- Access to reliable transportation for Program business and possess current valid California driver's license and insurance

Education and Experience

- Associate's degree required. Relevant Bachelor's degree (BA) preferred
- Minimum two (2) years of relevant experience with office management, project management, customer service, executive management support or related responsibilities
- Experience working in community college or other educational settings desired
- Expertise with data base development and management desired
- Experience with web development software or other more specialized software programs desired
- Experience with grant and report writing desired

Physical Requirements

- Ability to work at a computer workstation for periods up to 4 hours at a time and for up to 8 hours per day for up to 5 consecutive days
- Ability to speak on the telephone for a total of up to 3 hours per day
- Ability to sit for up to 3 hours without breaks at meetings
- Ability to walk and stand for up to 4 hours without breaks at program site visits and meetings
- Perform repetitive movements, such as typing, filing, and the use of commonly used office machines and supplies

Compensation

The compensation is commensurate with experience and qualifications.

Application Deadline

Open until filled. Initial screening of applications will begin June 30, 2011.

Application Process

Please submit a letter of interest and resume as Word or PDF documents by email to jobs@foundationccc.org. Please include in the subject line: ***Operations Coordinator, LearningWorks***