



Highland Park Education Foundation Job Description for Operations Coordinator

Job Title: Operations Coordinator

Reports to: Executive Director

Classification: Non-Exempt, full-time

Schedule: In office 8:00-4:30 M-F; office is closed on all school holidays, in addition to being closed Fridays in the summer (June – mid-August)

Established in 1984, the Highland Park Education Foundation exists to actively seek resources and relationships which assist in the preservation and enrichment of quality education throughout the Highland Park Independent School District. Also overseeing the HPHS Alumni Association, the Foundation protects the heritage and tradition of HPSD by maintaining relationships between the alumni and their schools.

Summary: The Operations Coordinator will fulfill a critical support role to the mission and operations of the Education Foundation. Primarily responsible for managing the basic administrative and database needs of the office- this role requires strong customer service skills, meticulous attention to detail, and the ability to multi-task and prioritize projects. The Education Foundation is a small team that works with a tight-knit community of people passionate about the Highland Park schools and, therefore, is looking for a hard-working individual who will help the organization achieve big goals and have fun along the way.

In your role you will:

- Be the “face” of the Foundation
 - Take pride in managing the front office, which includes greeting guests at the front door, answering phones, ordering office supplies, opening and sorting mail, maintaining inventory of print materials and housekeeping items like paper towels and bottled water, and other similar duties.
 - Responsible for maintaining the organization of Foundation storage spaces, files, etc.
 - Assist in Foundation and Alumni board management, such as booking meeting rooms, preparing materials for board meetings, coordinating calendars, creating nametags, tracking board forms and donation participation, etc.
- Support the integrity of the Foundation’s most important asset
 - Adhere to consistent and best practices of the Foundation’s use of Raiser’s Edge. Responsible for daily maintenance of constituent records in Raiser’s Edge, such as updating addresses from returned mail, removing duplicates created in the system, deceased records, and more.
 - Assist in the bookkeeping process: responsible for opening mailed donations, processing mailed credit card donations, and accounting for all checks before they are turned over and deposited by the Data Operations Manager.

- Complete thorough training in bookkeeping, credit card reporting, and Raiser's Edge processes to serve as back up when fellow staff members are out of office.
- Donor Stewardship
 - Under guidance of the Data Operations Manager, print and mail donor acknowledgements and tribute cards in a timely and accurate manner.
 - Assist Senior Director of Finance and Data Operations Manager with documenting gifts via copying, scanning, and securely storing donations.
 - Support Foundation fundraising work with assistance on donor research, recording notes from donor meetings in Raisers Edge, scheduling donor meetings, mailing key donor reports, etc.
 - Assist in administrative projects for Alumni Association class reunions, such as printing name tags, gathering supplies, etc.
- Contribute to the team
 - Attend and assist in the planning, set-up, execution, and clean-up of events with the entire Foundation team, particularly for the annual Mad for Plaid Party, Alumni Awards, Golden Scots, and occasional All Alumni Gatherings.
 - Other duties as assigned

Qualifications:

- Bachelor's degree from four-year college or university in Business Administration or similar field
- Minimum two years' experience in administrative support, office management, or similar role
- Proficiency with Microsoft Office Suite, particularly Word, Excel, and PowerPoint are a must
- Proficiency with Raisers Edge or similar CRM is strongly preferred
- Strong organizational skills and ability to complete tasks with minimal supervision
- Effective communicator, both verbal and written skills, with great customer service skills
- Team-oriented and ability to wear different hats to achieve common goal
- Punctual and timely with project deadlines
- Regular access to independent transportation for occasional deliveries to donors and other errands
- Expected to work Monday-Friday, 8:00-4:30 with occasional after-hours and weekends

To apply: Please submit cover letter and résumé to Lauren Holloway at lauren.holloway@hpef.org with subject line, "Application for Operations Coordinator."