

Operations Coordinator

DEPARTMENT:	Operations
GRADE:	62
CLASS CODE:	OPSCOORD
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	August 2020

Summary:

The Operations Coordinator provides confidential administrative services for Timberland Regional Library under limited supervision, liaising with outside vendors and providing direct support to the Operations Director, the Operations department and library staff.

Reporting Relationships and Team Work:

A coordinator is a subject matter expert who may provide direction to staff and works as a bridge between departments, employees and functions. This position is supervised by and reports to the Operations Director as part of a service-oriented team.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Provides direct administrative support to the Operations Director and TRL staff for a wide variety of tasks, to include the completion of orders, payments, and preparation of reports, proposals and audits within area of assignment.
2. Coordinates facilities repair requests and oversees work order management system, providing assistance to branch staff seeking routine and emergency repairs in their buildings. Acts as point of contact for outside vendors and contractors as needed.
3. Oversees the preparation and advertisement of facilities, repair, and janitorial contracts and manages bids and requests for proposal (RFPs) for large-scale facilities upgrades and repair projects.
4. Facilitates and oversees TRL's Wellness Program, coordinating wellness initiatives and programming events. Provide stewardship of the Wellness Program's budget and operating plan and prepares required documentation for annual health benefit cost-reduction incentive.

5. Serves as TRL's volunteer liaison, accepting applications, processing background checks and maintaining confidential electronic volunteer records within TRL's records retention guidelines. Streamlines volunteer support processes and policymaking to ensure compliance with all state and local laws.
6. Researches, plans and generates written content for blog posts, brochures, correspondence, letters, media advisories, news releases, newsletters (print and digital), articles, presentations, talking points and other official communications for internal and external audiences.
7. Develops and implements district-wide marketing and public relations campaigns, coordinating with a variety of departments to create targeted publicity that aligns with TRL's Strategic Direction.
8. Edits, modifies and updates TRL.org website notifications and public alerts on an emergent or as-needed basis. Acts as point of contact to maintain internal Operations Department webpage.
9. Serves on TRL's Health, Safety and Wellness Committee and may serve on other local and district-wide committees.
10. Performs other duties as assigned or required.

Core Skills and Qualities:

Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Principles, methods, procedures and practices of public sector communications management.
2. Skill in prioritizing and managing projects.
3. Strong proofreading skills and understanding of English grammar, punctuation and spelling.

4. Ability to gather, prepare and compile complex statistical data for internal and external stakeholders.
5. Ability to write and speak effectively, establish cooperative relationships with others, and represent TRL professionally in all interactions.
6. Understanding the preparation, handling, and maintenance of highly confidential and/or sensitive documentation.
7. Skill in working with a diversity of individuals.

Technology Requirements:

- Strong computer skills, to include database management, word processing, creating spreadsheets, document management and organization, email applications and the internet.
- Knowledge of computerized information systems used in facilities ticketing and operational applications.

Education and Experience:

Associate’s Degree in Business Administration, Communications, or Management or related field, and five years of experience OR an equivalent combination of education and experience. Bachelor’s Degree in Business Administration, Communications or Management or related field may substitute year for year of experience.

Licenses, Certifications, and Special Requirements:

- A valid Washington State Driver’s License and an acceptable driving record.
- Must pass and maintain a criminal background check.
- The ability to occasionally work early mornings or evenings.

Physical and Environmental Conditions:

- Work is performed in a busy, service-oriented office with frequent interruptions and under the stress of continual pressure to meet deadlines and handle competing priorities.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 30 pounds.
- Occasional travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is an Equal Opportunity Employer.