



Achieving the Dream™

Administrative Coordinator, Operations (Partially Grant Funded)

Job Description

Job Overview

The Operations Coordinator is responsible for providing varied, complex, and confidential administrative and project level support to ATD's Operations team. The Operations team is comprised of Human Resources, Information Technology, Development, and Finance. The position will also provide occasional support to the K-12 program team. This position reports to the Executive Vice President and provides administrative support across all Operation team. This position is partially grant funded.

Duties and Responsibilities

Operations Team Leader Support (30%)

- Assists in the preparation of materials for internal and external audiences.
- Schedules and organizes meetings, conferences, and special events as requested.
- Creates and maintains files, reviews drafts and finished documents for accuracy and grammar, including documents of a sensitive or confidential nature.

Operations Team Support (65%)

- Utilizes knowledge and understanding of underlying operational issues to assist in administrative problem solving.
- Identifies and develops standard operating procedures (SOPs) for key areas within area of operation.
- Independently composes and edits correspondence, reports, and documents for final approval by manager.
- Compiles, analyzes, and summarizes data from multiple sources to create documents, reports, and presentations.
- Maintains knowledge of ATD policies, processes, and procedures to ensure administrative efficiency.
- Tracks and follows up regarding a variety of operation team action items or work activities as delegated.
- Maintains ATD master calendar and stays abreast of immediate and long-term commitments and plans.
- Identifies conflicts, flags problems for intervention and corrects course as appropriate.



Other (5%)

- Participates in meetings, committees, and workgroups as requested.
- Serves as back up and supports the Executive Assistant and other administrative coordinators or teams as requested.
- Performs other duties as assigned.

Competencies

- **Collaboration:** Acts as a team player who is responsive to others' priorities, processes, and roles. Seeks assistance and input from colleagues to move the work forward.
- **Disciplined Execution:** Models use of data to inform decision-making. Manages work processes effectively and efficiently against expectations.
- **Effective Communication:** Actively listens. Develops tailored messages that respond to the different priorities and needs of the audience.
- **Learning Orientation:** Embraces challenges, new ideas and different perspectives as an opportunity to learn; continually seeks out and applies new learning to activate change or improvements.
- **Systems Thinking:** Defines the system and one's role in the system. Sees relationships and the dynamic elements of the holistic system and executes work accordingly. Influences the system and maps connections to ATD's external landscape.
- **Change Agent:** Serves as an agent of change at a personal, team, and organizational level to pursue outcomes for students. Adapts as the environment changes, while managing associated risks. Motivates staff, team, organization, and partners to activate the change needed to advance defined priorities.
- **Culturally Competent:** Models appreciative inquiry to gain an understanding and awareness of others' cultural identity and practices. Creates safe and constructive forums for sharing diverse perspectives and opinions.
- **Emotional Intelligence:** Demonstrates self-awareness and self-regulation and recognizes impact of personal behavior on others.

Skills/Qualifications/Experience

- BA/BS degree or associate degree or an equivalent combination of education and 3-4 years' experience working in an administrative capacity supporting a team and mid to senior level managers.
- Experience in a nonprofit or higher education environment preferred.
- Ability to exercise initiative and good judgment and maintain effective working relationships with colleagues.
- Ability to exercise professional judgment, confidentiality, and discretion.



- Ability to read and interpret written material and compile data and prepare reports with attention to detail and accuracy.
- Strong organizational skills with the ability to manage projects and meet deadlines.
- Effective communication, including speaking, writing, and editing skills.
- Flexible with the ability to act as resource for team members and staff.
- Strong analytical, time management, and organizational skills.
- Proficiency in Microsoft Office 365 and Zoom and Teams virtual platform required.
- Knowledge of Wrike project management software, SmartSheet, Salesforce, Qualtrics, or other productivity and software tools highly preferred.

Other: Pre-employment testing and assessment required.

Position Details

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| Position Type: | Full Time, Exempt |
| Salary Grade: | 3 |
| Reports To: | Executive Vice President |
| Work Location: | Silver Spring, Maryland |
| Level of Travel Required: | Limited |

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this position.

Equal Opportunity Employer

Achieving the Dream, Inc. (ATD) attracts, develops, and retains highly qualified and diverse individuals. ATD is committed to creating and maintaining a diverse work environment and is proud to be an equal opportunity employer. Employment policies and decisions at ATD are based upon merit, qualifications, performance, and business needs. All qualified candidates will receive consideration for employment without regard to age, race, color, national origin, gender (including pregnancy, childbirth or medical conditions related to pregnancy or childbirth), gender identity or expression, religion, physical or mental disability, medical condition, legally protected genetic information, marital status, veteran status, or sexual orientation.