



POSITION DESCRIPTION

- A. Position: Operations Coordinator
- B. Status: Full-Time, non-exempt
- C. Supervisor: Operations Manager
- D. Background Requirements:

Skills:

- * Strong administrative and organizational skills with attention to detail and quality assurance
- * Critical Thinker, aptitude for problem solving.
- * Strong written and verbal communication skills
- * Ability to edit for grammar/punctuation/AP Style.
- * Organizational skills and consistent attention to detail and accuracy
- * Proficient with common software applications including MS Office Suite and MS Windows
- * Experience with:
 - Word, Excel, PowerPoint, Google docs, Doodle scheduling, survey monkey,
 - MS Office Suite, MS Windows, QuickBooks, or similar applications

Education: Associate Degree in health education, communication, management, or equivalent experience.

Relevant Experience: Minimum of two years' experience in accreditation, credentialing and/or association non-profit organization(s). Non-profit or association experience preferred.

- E. Responsibilities of the Operations Coordinator include daily organization operations, planning and coordinating ARC/STSA meetings, accounting services, answering telephone and written requests from vendors, client programs, the public and other communities of interest regarding ARC/STSA services, oversight of database management, and performing other miscellaneous duties as requested.

The Operations Coordinator is responsible for efficient and cost-effective administration and supervision of the daily ARC/STSA office activities as well as working closely with the executive level staff on the implementation of policies as determined by the Board of Directors. In accordance and consistent with the ARC/STSA mission, policies, and procedures and under the supervision of the Operations Manager, the Operations Coordinator:

Responsibilities/ Duties:

- * Office Management
 - Administrates all meetings/events for the ARC/STSA.
 - Schedules Zoom and conference calls, maintains Zoom and conference call schedules

2 | Operations Coordinator

- Maintains a master calendar of all ARC/STSA events (i.e., staff time off, meetings, holidays, scheduled office closures, etc.).
- Assists with the accurate development & presentation of business items for Board of Directors and SASA meetings.
- Maintains operational documentation including policy and procedure, contracts, and organizational insurance policies (i.e., D&O, E&O, and General Ledger) on an annual basis.
- Assures organization adherence to the ARC/STSA Records Retention policy.
- Updates and maintains organizational documentation including the ARC/STSA Directors Handbook, Policy and Procedures Manual and other organizational policies and policy history as directed.
- Supports oversight of the ARC/STSA Database
- Supports oversight of the ARC/STSA Accreditation Management System/ Software
- Oversees and maintains the ARC/STSA office supply and equipment inventory, office supply purchases, and office equipment maintenance.
- Assists the Operations manager and ARC/STSA external accounting vendor with fiscal operations including:
 - ✓ Accounts payable.
 - ✓ Accounts receivable.
 - ✓ Reconciliation of all ARC/STSA credit card charges.
 - ✓ Preparation all per diem checks.
 - ✓ Preparation all of payables.
 - ✓ Preparation and invoicing of all accounts receivable and follow-up with late fees as appropriate.
 - ✓ Tracking of all ARC/STSA income and expenses.
 - ✓ Financial components of ARC/STSA accreditation on-site evaluations.
 - ✓ Assisting with preparation for the annual audit and working with the executive level staff to assist the auditor as assigned.
 - ✓ Assisting with review and updating of fiscal operations policy and procedure to maximize efficiency of AR/AP processes consistent with standard non-profit fiscal practices.
- Provides input on the creation and implementation of future ARC/STSA programs and projects to fulfill organizational mission.
- Assists the executive level staff with routinely recurring and event-specific or special projects as assigned.
- Identifies and recommends policy and procedure enhancements to improve organizational efficiency and effectiveness in operations.
- Maintains all operational organizational policies and procedures
- Assists with the development of procedures related to the Operations Coordinator position.
- Limited travel
- Other duties as assigned by the executive level staff.

F. Relationships:

- ✦ Communities of Interest: Will have contact with educators, administrators, program officers, faculty and students answering inquiries regarding program accreditation, program availability, etc.
- ✦ Governing Structure: May have directed contact with various accrediting agencies and recognizing organizations.

3 | Operations Coordinator

- * Other Organizations: Will have contact with other accreditation review committees, agencies, outside vendors and other groups.
 - * Public: Will have contact with the public for specific projects and answering inquiries regarding accreditation
 - * Related Organizations: Will have contact with other organization's staff members relating to accreditation activities.
 - o Maintain effective communication with all related organizations (i.e., CAAHEP, AST, ASA and NBSTSA) on questions regarding accreditation policies and procedures.
 - * Team Members: Will have contact with other staff members and those of related organizations and applicant and accredited programs regarding accreditation activities.
- G. Policy Formulation: Will follow all established policies and will assist in development and implementation of innovative operational policies to improve organizational efficiency for consideration by the executive level staff.
- H. Decision Authority: Will make decisions relevant to assigned responsibilities in consultation with the executive level staff.
- I. Fiscal Responsibilities: Will work with the executive level staff in formulating and implementing fiscal policy as defined in the annual budget for the organization.
- J. Supervision: Must be able to plan and organize projects to meet deadlines with a minimum of supervision and keep the executive level staff and other designated staff apprised of the status of projects. Will receive direction as needed from the executive level staff and submit work for review as appropriate.
- K. Maintaining Currency: The Operations Coordinator should demonstrate the willingness and ability to keep up to date with policies and procedures, communities of interest needs, and other issues that affect the work of the organization. Initiative in suggesting operational projects and more efficient, cost-effective work methods is expected and valued in this position.