

Job Title: Operations Coordinator

FLSA Status: Part-Time Non-Exempt

Department: Milestone Leadership

Reports to: Operations Manager

Position summary: Essential member of the Milestone Leadership team responsible for supporting the operational needs of the organization. This role also supports our finance processes and customer relationship software, and provides project coordination as necessary.

This role is part-time and flexible, primarily remote with some in-person team meetings and customer programs. There is potential for this role to grow as the company grows and to add additional responsibilities based on the employee's skill set and interests. Working at Milestone Leadership allows you flexibility while providing growth and career developing opportunities.

Role qualifications:

- Highest standards of professionalism and personal and professional ethics. Able to relate to all levels of an organization – executive to individual contributor.
- Communicates clearly and expressively. Thinks quickly, strategically, and logically.
- Excellent organization skills, multitasking and time-management skills, with the ability to prioritize tasks.
- Self-motivated with the ability to operate independently, work proactively, and to achieve results without close supervision.
- Highly organized with a high attention to detail.
- Demonstrate an ability to work well in a highly collaborative team atmosphere.

Position responsibilities:

- Operational support for the organization, which may include:
 - Managing supplies
 - Supporting Project Coordinators in program preparation and logistics
 - Managing company inbox, calendar, and voicemail
 - Travel logistics
 - Other duties as assigned
- Finance support, which may include:
 - Monitor and manage expense receipt process in partnership with accountant
 - Monitor and manage invoice tracking process
 - Assist Partners in reconciling monthly P&L reports with annual budget
 - Serve as liaison between Accountant and Milestone team – includes monthly submission of hours for payroll
 - Provide regular updates and reports as requested
 - Assist in developing efficient financial management and reporting processes
- Occasional project coordination:
 - Planning, logistics, and implementation of Milestone Leadership programs as necessary

Essential skills and experience:

- Clear understanding of values-focused leadership principles.
- Ability to represent Milestone Leadership in various business settings in a professional manner.
- Excellent oral and written communication skills. Exceptional interpersonal skills.
- Proficiency in computer software systems including Microsoft Office.
- Strong organizational skills and attention to detail with ability to prioritize workload.
- A problem solver – an ability to turn chaos into systems.
- Excellent analysis and Salesforce management skills.

Preferred skills and experience:

- 1-2 years of Salesforce experience
- Basic understanding of accounting reports

Education: Bachelor’s degree in related discipline or equivalent work experience.

Physical Requirements:

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. While performing the duties of this job, the employee is occasionally required to walk; stand; sit; use hands; reach with hands and arms; balance; stoop; talk and hear. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Mental Requirements:

General Intelligence, Numerical Intelligence, Verbal Intelligence, Motor Coordination Skills, Coordination of Eyes, Hands, and Feet.

Workplace Environmental Conditions:

The noise level in the work environment is usually minimal.

This job description has been approved by all levels of management:

Manager_____

Operations Manager_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____

(Revised September 1, 2021)