JOB DESCRIPTION

| **Title** | OPERATIONS COORDINATOR | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The Operations Coordinator is responsible and accountable for the smooth day-to-day operations of [Organization Name]. This position organizes supply purchases, negotiates contracts, and coordinates budgeting to ensure the business runs perfectly with minimal downtime or interruption due to the workflow or contract schedules.

Moreover, the Operations Coordinator is in charge of a variety of administrative chores including assisting our teams in managing schedules and projects, supporting human resources, and coordinating employee training sessions.

**Duties and Responsibilities**

* Assist with the management of day-to-day operations.
* Organize and maintain cleaning and office supplies and equipment.
* Organize employee schedules and ensure staffing needs are met.
* Organize and assist with new employee onboarding.
* Create tasks, track progress, and resolve difficulties to assist with client management.
* Manage relationships with internal and external stakeholders.
* Create and maintain operational reports and records, including budgets.
* Collaborate with clients, supervisors, and owners to better understand their needs and objectives.
* Assure that all actions are in compliance with safety and company standards; training and enforcing training on safety procedures.
* Oversee staff to ensure operation standards are upheld; investigate complaints from clients as required.
* Observe, examine, and analyze processes in order to find inefficiencies and areas for improvement.
* Identify and fix any issues that arise during operations.
* Follow up with clients to ensure their satisfaction.
* Other duties as assigned.

**Qualifications**

* A high school diploma or a GED is required.
* Post-secondary education is an advantage.
* X years of office management or administrative experience.
* Microsoft Office proficiency is required.

**Core Competencies**

* Ability to build relationships with clients and employees
* Excellent verbal and written communication skills
* Excellent organizational and time management skills
* Excellent research and problem-solving skills
* Knowledge of applicable industry regulations
* Project management, multitasking, and decision-making abilities are essential
* High degree of attention to detail
* Excellent people management skills

**Working Conditions**

* Overtime may be required
* Some travel may be required
* Tasks may require long periods of sitting or standing