



Job Title: Operations Coordinator

Posted - April 17, 2024

Who We Are Looking For

Do you like problem solving and working on a wide range of projects? We're looking for an independent, efficient multi-tasker with a deep commitment to integrity, organization, and compliance best practices to help our non-profit organization run smoothly. We are looking for a teammate who is passionate about our mission, dedicated to supporting programs and people, who is well organized and excited to develop their operations and office management skills, and happy to take on everyday operations' tasks while creatively thinking of ways to improve systems and procedures.

This position requires knowledge of good business procedures and administration, good written and verbal communication skills, and a willingness to adapt and learn. A successful candidate will have a history of success working both independently and as part of a team and a proven ability to collaborate and work successfully with multiple constituents. Experience working in a local bicycle organization is a plus, but not required. Specific responsibilities will include using a variety of web-based tools including databases, financial reporting software, and extensive work in QuickBooks, Salesforce, Microsoft Office Suite, Google Suite, Salesforce, and Adobe software.

Responsibilities

The Operations Coordinator will support League staff with a variety of tasks and responsibilities across administration, membership and programming. This role encompasses two major bodies of work, with many other duties as assigned. In this position, you'll take the lead on:

Maintaining Office Operations and Program Support, which includes:

- Ensuring the League office is a safe and productive office environment for all staff, with attention to their professional and personal needs;
- Overseeing routine office management, such as mail processing, paperwork, and assisting programs with shipping and receiving;
- Working with membership and finance staff on entering bills, invoicing assistance, reporting assistance, and making bank deposits
- Supporting membership staff with phone and email inquiries from League members, supporters, vendors, as well as the general public
- CRM (Salesforce) contact management support
- Maintaining computer, phone, and equipment inventory, as well as identifying opportunities for upgrades and improvements, in consultation with IT provider;
- Coordinating staff use of shared spaces, equipment and digital resources
- Working with external IT providers to ensure all staff and organization IT needs are met, and that all technology and systems are up to date and operating smoothly;

- Grant and sales tracking and invoicing
- Maintaining travel procedures and assisting staff with booking travel as needed
- Provide assistance for the National Bike Summit at event and other set-up and support

Supporting Human Resources, which includes:

- Working with the HR Lead and Executive Director to ensure the League's policies and procedures are compliant with best practices;
- Working with the Executive Director and other managers at the League to support all parts of hiring, onboarding, and offboarding;
- Coordinate and maintain organization-wide subscriptions and memberships
- Organizing and maintaining all personnel files;
- Coordinating regular staff appreciation activities and gifts and/or celebration events that help make the League a great place to work.
- Managing systems onboarding and access for Google Workspace, LastPass, internal network, phone system, and others systems as applicable, emphasizing the user experience and secure and efficient operations.

Required Qualifications

- 2+ years of experience with office administration and financial management
- Strong attention to detail and interest in developing best processes for business operations
- Excellent customer service, written, and verbal communication skills
- Experience with Microsoft Office Suite and Apple Operating systems
- Experience with content management systems and databases
- Experience with financial accounting software like Quickbooks
- Ability to learn new software and computer-based skills and tools
- Ability to work independently
- Ability to lift 30 lbs
- Problem solving/analysis
- Enthusiasm for the League's mission to create a more Bicycle Friendly America for everyone and desire to help others do this work at the local level

Preferred Qualifications

- 4+ years of experience
- Experience with HR, compliance, and IT
- Experience with Salesforce
- Experience with Quickbooks

Reporting Relationships, Compensation, and Benefits

This position is based in the League's Washington, DC office. The Operations Coordinator reports to the Executive Director and will work closely with the membership team and program leaders.

The expected salary range is \$50,000-\$60,000 annually, commensurate with experience.

Benefits include: employer covered health/dental/vision insurance up to 80% of premiums; 100% employer covered life insurance, short-term and long-term disability insurance; vacation, sick, and personal leave; a 403(b) retirement plan including employer match; and a fun working environment with committed colleagues.

Hours: Full-Time (40 hours/week)

Location: In-office with flexible remote working days
Washington, DC (near Farragut Square)

Application Instructions

Please email a cover letter and resume to hire@bikeleague.org with *Operations Coordinator* in the subject line.

Position available immediately. Applications accepted until the position is filled.

About the League of American Bicyclists

We believe bicycling brings people together. When more people ride bikes:

- Life is better for everyone;
- Communities are safer, stronger and better connected;
- Our nation is healthier, economically stronger, environmentally cleaner and more energy independent.

To create a more Bicycle Friendly America for everyone, local organizations, advocates, and members are the foundation for our success. Our job is to create tools that fuel local success, build a strong network of change-makers, and represent bicyclists on Capitol Hill to ensure more resources and better policies that will make bicycling safer, more comfortable, and open to all.

The League of American Bicyclists is an equal opportunity employer and values diversity. We celebrate diversity and do not discriminate based on race, religion, color, national origin, sex, sexual orientation, gender identity or expression, age, veteran status, disability status, or any other applicable characteristics protected by law. All employment is decided on the basis of qualifications, merit and business need.