



JOB DESCRIPTION

Operations Coordinator

Location:	Portland, OR (In-Person)
Position Category:	Full-time, Regular
Employee Type:	Salaried, Non-exempt
Reports to:	Associate Director of Operations
Work Schedule:	Mon-Fri, 9 am – 5 pm; some event-based evening and weekend hours required. This is an in-person position.
Salary:	\$53,000 - \$56,000

Organization:

Literary Arts is a community-based nonprofit arts organization located in Portland, Oregon. Our mission is to engage readers, support writers, and inspire the next generation with great literature.

Our programs create opportunities for readers and writers of all ages and walks of life to engage with stories. We provide programs in concert halls, classrooms, our community space, and on the radio. Literary Arts is committed to remaining a dynamic and responsive organization that will continue to evolve with our community's needs and deepen our equity work across all our programs.

The Position:

The Operations Coordinator ensures the smooth running of the facility, adherence to organizational policies, and improvement of work procedures, especially in day-to-day operations. Reporting directly to the Associate Director of Operations, this position will support the organization and coordination of office and building procedures. Ideal candidates should thrive in a fast-paced team environment and enjoy creating and maintaining a pleasant work atmosphere. The Operations Coordinator is responsible for supporting a facility and workplace environment that enhances the overall staff and visitor experience. This position may require working event hours outside of regular work hours.



Essential Duties and Responsibilities:

Office Management – 60%

- Coordinate, oversee and support all administrative duties in the office to ensure smooth operations.
- Work closely with all departments, making the Associate Director of Operations aware of issues and/or concerns.
- Serve as the primary office administrator, welcoming visitors, answering and directing phone calls, and managing incoming and outgoing mail and deliveries.
- Coordinate internal communications for staff-wide activities, including events calendar management and coordination of staff meetings, retreats, and cleanouts.
- Maintain and manage office equipment and supplies; request repairs or restocking as needed.
- Coordinate general office vendor relationships (e.g., phone systems, copiers, kitchen equipment).
- Coordinate the facility calendar and requests for facility usage, ensuring efficient scheduling and use of space.
- Monitor general customer service email for the organization, responding to requests and/or forwarding to the appropriate staff member for action.
- Maintain order and cleanliness of the staff breakroom as needed.
- Ensure accurate and up-to-date information is available for staff, callers, and visitors,
- Support the organization and maintenance of the shared server file structure.
- Work with the Associate Director of Operations to refine and administer office and facility usage policies and procedures.

Administrative Support – 30%

- Assist the Finance Department with administrative tasks, including tracking of incoming daily cash and check deposits, and mailing and distribution of weekly accounts payable checks.
- Assist the Associate Director of Operations with facility maintenance coordination.
- Provide tech support for staff and board meetings (includes running presentation decks and Zoom call coordination)



- Support other departments by handling IT service requests, follow-up calls, and community relations activities, including mailing support and event assistance.

Other – 10%

- Attend all staff meetings and trainings.
- Perform other duties as assigned.

Qualifications:

- Two years of office administration experience.
- Excellent customer service and relationship skills, including handling customer complaints effectively.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and familiarity with email scheduling tools.
- Proficiency with digital communication software applications (Zoom, Teams, Slack, etc.)
- Excellent time management skills and ability to multi-task and prioritize work.
- Extreme attention to detail and excellent problem-solving skills.
- Excellent written and verbal communication skills.
- Passion for promoting diversity, equity, and inclusion in the workplace.
- Strong organizational and planning skills in a fast-paced environment.
- A creative mind with an ability to suggest and implement improvements.

Job Conditions:

Benefits: Literary Arts currently pays for health, dental, and vision coverage for each full-time employee, and offers a 401K program with employer match. Literary Arts also fully pays for short- and long-term disability insurance. All full-time employees begin with three weeks of paid vacation time, which increases to five weeks after five years of employment. We also provide three additional paid Personal Days off, in addition to observing approximately twelve paid holidays. As a registered nonprofit, the organization qualifies for public service loan forgiveness. Information on additional benefits is available upon request.

Office Layout: The ground floor of our new three-story building will be a retail space (bookstore/café) and open to the public. The upper floors host classrooms, an open office space with a shared breakroom, huddle rooms, and hoteling workstations.



Equipment Used: Mac laptop, copier/printer, postage machine and other standard office equipment.

Physical Demands: This position is regularly required to sit and stand. Requires regular movement for maintenance related tasks included, but not limited to crouching, bending, stooping, climbing, crawling, kneeling and twisting. The employee may regularly lift and/or move up to 30 pounds.

Application Information

To apply, please submit your resume and cover letter to operations@literary-arts.org with the subject line “Operations Coordinator”. **We will begin formally reviewing applications on October 30, 2024.**

After you submit your application materials, you will be invited to participate in a voluntary survey. Literary Arts is committed to DEI initiatives, and data collected from these surveys allows us to measure and show the progress we are making in a concrete way.

Literary Arts is committed to creating a diverse, inclusive, and equitable environment for our employees and volunteers. We welcome applicants from diverse backgrounds and experiences. We are an Equal Opportunity Employer.

For more information about Literary Arts, visit www.literary-arts.org.