



**Operations Support Coordinator**  
**Classification: Non-Exempt**  
**Staff Type: Term / Full Time**  
**Hourly Pay: \$20.51 - \$23.63 DOE**

Partnership for Community Action (PCA) has worked to build strong, healthy communities in Albuquerque's South Valley and across New Mexico since 1990. PCA focuses on critical community issues like education, economic and health equity, and immigrant rights. Through raising awareness and advocacy opportunities, we support people and families to become strong leaders in their neighborhoods and in New Mexico.

Our mission is to dismantle systems of inequity by investing in people and families to build power, working locally and spreading across New Mexico.

We envision engaged, healthy, vibrant communities in which everyone has quality education, wellness, and economic opportunity

### **Summary**

We are seeking an organized and proactive Operations Support Coordinator to join our team. The selected individual will work directly with the Director of Operations to manage PCA's day-to-day office needs, record management, community and partner communication, Social Enterprise Center (SEC) facilities management, and implementation of new and improved systems to support PCA's growth. Candidates should have previous experience working in an organizational environment, performing administrative duties and providing support to management. The ideal candidate will be proactive, self-motivated, highly organized, detail-oriented, and adaptable. Additionally, they are welcoming with good communication skills, enthusiastic, collaborative, and professional, with an interest in learning systems, and the ability to manage multiple tasks.

### **Duties and Responsibilities**

1. Provide and coordinate administrative and fiscal management and operational support for PCA in collaboration with the Director of Operations.
2. Serve as a liaison with our fiscal agencies on administrative and/or operational matters.
3. Facilitate, coordinate and support organization meetings (eg. Board meetings, unit meetings, staff meetings, staff retreats).
4. Manage the organizational calendars and related necessary support.
5. Assist in administrative problem solving, program/project planning, development, and execution of organizational goals and objectives.
6. Provides facilities management and support services for the SEC; coordinates activities of the organization to assure continuity and smooth operation of the facility, including the Community Engagement Center.
7. Establish, update, and maintain PCA's files, inventories, and records; implement and maintain data management systems, as required.
8. Utilize knowledge and understanding of underlying operational issues to create, compose, and edit processes and procedures
9. Performs a wide variety of typing assignments, which are sometimes confidential in nature. Operates personal computer to compose and edit correspondence and/or memoranda from dictation, verbal direction, or from knowledge of established organizational policies; may prepare, transcribe, compose, type, edit, and distribute agendas and/or minutes of meetings.
10. Sorts, screens, and distributes incoming and outgoing mail; drafts or prepares responses to routine inquiries; operates a variety of office equipment.
11. Implement and monitor programs as required, and see the programs through to completion.
12. Generate memos, emails and reports when appropriate.
13. Maintain office supplies (inventory and ordering items) and ensure staff have relevant equipment, hardware and software updates and technology inventory.
14. May supervise personnel and interns as appropriate; may participate in hiring decisions and performance appraisal.

15. Other duties in support of PCA and SEC's operations and programs as assigned.

**The duties and responsibilities outlined above do not comprise a comprehensive list but are intended to provide a representation of the general nature and level of work performed by an employee in this capacity.**

### **Minimum Job Requirements**

- High school diploma or GED; at least 5 years of experience directly related to the duties and responsibilities specified.

### **Knowledge, Skills and Abilities Required**

- Ability to maintain systems, databases, and procedures that will impact the operational efficiency of the organization
- Personal qualities of confidentiality, trustworthiness, attention to detail and privacy are critical
- Demonstrated ability and willingness to engage in positive collaboration with individuals and groups with diverse cultures, backgrounds, and communication styles
- Ability to develop and maintain strong working relationships with a diverse group of stakeholders
- Exceptionally professional, organized and detail-oriented, demonstrated ability to organize time, manage diverse activities and meet deadlines
- Ability to independently manage simultaneous projects, tasks and priorities, while maintaining a tremendous attention to detail, and proactively seeking support when needed
- Excellent customer service skills with emphasis on respectful and tactful communications
- Proactive, resourceful, self-motivated, and ability to work independently and cooperatively in a team setting
- Proficient in Excel, Word, PowerPoint, Outlook including appointment calendar, email correspondence, tracking and filing, contacts, notes and ability to quickly learn new software applications
- Proficiency using the video conference platform Zoom and other video conference technology
- Ability to operate standard office equipment, including but not limited to computer, printer, copy machine, etc.
- Excellent verbal and written communications skills required in English and Spanish

### **Preferred Qualifications**

- Bilingual English/Spanish

### **Working Conditions and Physical Effort**

- Prolonged periods sitting at a desk and working on a computer
- Must have the physical ability to lift and/or move boxes weighing up to 25 pounds
- Perform some repetitive motion activities
- Occasionally required to stand
- Occasionally required to walk
- Utilize visual acuity to operate equipment, read technical information, and/or use a keyboard

### **Application Instructions**

Please send a cover letter and resume, SUBJECT LINE: DIRECTOR OF OPERATIONS APPLICATION, to PCA @ [pca@forcommunityaction.org](mailto:pca@forcommunityaction.org).

Position open until filled.