Job Description: Operations Associate

May 2020

## **Position Description**

The Operations Associate serves as the first point of contact at GEO as they are the first person guests, members, vendors, and staff encounter when visiting GEO’s DC office or calling in. They work closely with the Operations Specialist and play a critical role in our accounting and finance operations as well as handling office management and information technology. This position will begin by supporting a parental leave and will include significant relationship management and staff support. They will also provide recruitment and hiring support to HR; and will run the monthly membership renewal process. The position reports to the Director of Operations.

**Key Responsibilities**

**Accounting, Finance, and Revenue**

* Assists with A/R and A/P

A typical day of AR/AP might include:

* recording and copying revenue checks
* retrieving mail, then routing bills to the appropriate coder
* submitting and processing regular admin bills in Bill.com
* receiving contracts, W9s and saving on S drive/Bill.com; creating and maintaining accurate electronic vendor files
* Facilitate staff’s monthly credit card reconciliation, setting the schedule, working to ensure all staff expense reports are completed on time, with proper receipts and coded correctly
* Assist the operations team with month-end reconciliation and audit
* Educate staff on how to navigate accounting systems, assist with coding questions, set and uphold schedule of deadlines and expectations
* Assist in creating GEO’s annual admin budget
* Provide monthly reconciliation support to Revenue team to ensure proper backups are available in Salesforce and on S drive for audit 2020

**Admin/Office Management/Facilities Management**

* Serve as the first point of contact for GEO, including answering phones, directing inquiries to the appropriate staff person, receiving/routing all mail, packages, deliveries, and notifying lobby attendant and staff of guests and visitors
* Manage office administration including inventory and ordering supplies, maintaining desk/IT setups, scheduling staff events; including catering needs for office meetings
* Act as a point of contact for external vendors (phone system, security, IT, building etc.)
* Maintain conference rooms including scheduling, inventory, maintaining/updating technology in conference rooms, plus testing and troubleshooting
* Create and maintain user guides for office automation to include educating staff on how to navigate accounting systems, setting and upholding expectations  
  Determine ways to improve overall efficiency of internal systems and best practices

**HR**

* Assist the Director of People and Culture and Operations Specialist in scheduling and planning the orientation, training, and desk/IT set up of new hires ad interns.
* Support recruitment efforts: administer job postings, schedule interviews
* Supports the DPC in maintaining organizational charts, employee directory, emergency contacts, allergy, birthday and anniversary lists and slack recognition, etc.

**Membership**

* Run the monthly membership renewals invoicing process through available software such as Bill.com, Salesforce.com and tracking responses via email.

**Culture Transformation/Racial Equity**

* Help GEO make progress on our strategy, advance our change agenda and serve the field in the areas of culture, racial equity and organizational structure and talent.

Engage and contribute to full and small group conversations around centering racial equity in GEO’s internal culture and external programming.

**Operations Team + Beyond**

* Contribute to agenda items at Operations Team meetings and retreats.
* Participation in associate-band meetings.
* Work with Operations Specialist to recommend and implement continual processes for improvement and upgrades.
* Provide team support, filling in when others are absent to ensure continuity of processes.

**Special Projects**

* SF backlog- assist with verifying/inputting 2019 and Q1/Q2 2020 records