
JOB DESCRIPTION

Position: Office Coordinator

Responsibilities

The Office Coordinator ensures the smooth, effective and efficient day-to-day operations of CCLF. The Office Coordinator is responsible for a variety of general administrative responsibilities as well as providing a welcoming environment for CCLF employees, board members and guests. The Office Coordinator will be required to be in the office on Tuesday, Wednesday and Thursday. This position will report to the Vice President, People and Operations.

The Office Coordinator will oversee all general administrative duties including but not limited to the following:

Suite Management

- Welcome guests by greeting them in person or on the telephone.
- Answer all incoming calls and voicemails, directing them accordingly.
- Scan and distribute physical mail to applicable staff members at least three times per week. Manage receiving and shipping packages.
- Maintain and manage vendor relationships (copier, food service, property manager, etc.); evaluate potential vendors and compare pricing when necessary.
- Arrange repairs of equipment, as necessary.
- Manage inventory for office and kitchen supplies.
- Manage multiple conference room calendars and provide support for meetings, including (virtual and in-person) room set-up and breakdown (including ordering food), as well as the setup of video conferencing and teleconferencing equipment as needed.
- Proactively monitor suite space for cleanliness and ensure it is operational, including working with property manager to address lighting outages in suite and restroom issues.

Administrative Management

- Update cash log daily.
- Oversee general office communications.
- Approve operational invoices (Rent, FedEx, water machine, coffee).
- Prepare and edit correspondence, communications, presentations and other documents with information provided.
- Manage vendor compliance and other required documents (collect proof of insurance annually).
- Occasionally perform support duties including but not limited to: printing, faxing, copying, filing, and email/messages for C-Suite and EVP, External Relations.
- Schedule staff meetings: order food, assist in the preparation/distribution of meeting agendas, materials and assist with computer and A/V equipment (when needed).
- Maintain confidential and sensitive information.

- Manage annual staff and board compliance requirements (ensure staff complete required trainings, ensure staff and board sign annual Conflict of Interest).
- Complete recruitment, onboarding and HR administrative tasks within agreed upon timeframes, including but not limited to phone screens, management of job postings, forwarding meeting invites for new staff.
- Partner with the Vice President of People and Operations in evaluating and improving hiring, onboarding and exit processes
- Maintain and update all Manuals and Standard Operating Procedures.
- Coordinate, schedule and assist with board and committee meetings, including creating briefing packets and PowerPoint presentations
- Take and transcribe board and assigned committee meeting minutes.
- Perform other duties as assigned.

IT Liaison

- Coordinate new hire computer setup.
- Partner with MSP on day to day troubleshooting and tasks.
- Point of contact for all hardware related issues (A/V equipment, printers, laptops, phones, etc.)

Nature & Scope of Working Relationships

The Office Coordinator position requires maintenance of working relationships with fellow team members; President, COO/EVPP, CFO, CRO, various Vice Presidents and Directors; the Board of Directors and its committees; other public/private sector institutions; and peers in the field of community development.

Major Challenges/Performance Measures

The major challenges of this position are to provide superior customer service to staff and outside parties while handling multiple projects at one time.

Performance measures include: creates and maintains a front desk and office environment where clients, board members, guests and staff feel welcome and enthusiastic about CCLF, provides outstanding customer service, being well organized, excellent communication skills and positive team work with staff, board and the public.

Qualifications

Education Requirement: High School diploma, associate or bachelor's degree, preferred.

Previous Experience: Three to five years of progressive administrative experience, including office management, preferably in the nonprofit, banking or real estate sectors.

Knowledge/Skills/Abilities:

- Proven advanced software skills in Microsoft Office, including Excel, Word, PowerPoint and Adobe Acrobat Pro
- Strong communication skills.
- Strong organizational skills and the ability to multitask and prioritize daily workload.
- Strong interpersonal skills to interact positively with all employees, board members and guests.
- Excellent writing, grammatical, and proofreading skills required.
- Demonstrated project management, time management and problem-solving abilities.

- Ability to work independently as well as within a team-oriented, fast-paced environment with rapidly changing priorities.
- Strong focus on ethics and integrity; dealing appropriately with sensitive and confidential information.

Additional Requirements: Minimal travel for training may be required. This position may require you to work occasional evenings.

Pay and Benefits: Nonexempt \$24.76-28.85/hour; Medical/Dental/Vision/Life Insurance/STD/LTD; 40 hours Paid Leave/96 hours Paid Sick Leave/104 hours Vacation; 8 hours Birthday Pay/10 Holidays/6 Mental Health Days

To be considered and remain eligible for employment with CCLF, the individual must be an established Illinois resident at or by the time the individual commences employment, and they must remain a permanent Illinois resident throughout their employment with CCLF.

Work Conditions

The majority of time is spent indoors in an office atmosphere. Occasional local travel may be required. While performing the duties of this job, the employee is regularly required to sit, use hands, talk and hear. This position requires occasional standing, walking, kneeling and crouching. This employee must occasionally lift and/or move up to 25 pounds.

At Chicago Community Loan Fund (CCLF), we are committed to an inclusive workplace where diversity in all its forms is championed. CCLF is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We also consider qualified applicants with criminal histories, consistent with legal requirements. If you require special accommodation, please let us know.

To Apply

FOR CONSIDERATION, PLEASE SUBMIT RESUME TO: JOBS@CCLFCHICAGO.ORG.

No phone calls please.

Nonexempt

Salary Grade: 4

Salary: \$24.76 - \$28.85/hour