

Operations Support Coordinator

Position Description

Reports to: Chief Operating Officer
Position Status: Regular, Full-time
FLSA Status: Non-exempt
Prepared by: BD
Revision Date: March 2026

Job Summary

The Operations Support Coordinator is a professional position with the responsibility to provide support to the Council, coordinate office services, and special projects. The highest level of customer service to all members/customers, both internal and external, is expected. The Operations Support Coordinator works collaboratively with all staff members and cross-functionally with other departments to ensure achievement of Council goals and is responsible for administrative support for all general organizational operations.

Essential Duties and Responsibilities

Office, IT, and Facilities Management

- Provides high quality services to all internal and external customers (Girl Scout members and volunteers, employed staff, etc.) by portraying a positive image of Girl Scouting
- Answers incoming calls/requests; engages in problem-solving and provides solutions; manages and responds appropriately to all inquiries including but not limited to email, phone, and walk-in customers
- Maintains and manages the customer care queue
- Processes incoming mail and checks in a timely and accurate manner
- Provides oversight of the Phone System, including maintenance and updates as needed
- Manages Computer/IT inventory, including computer purchases, setup, and fulfillment of IT requests
- Provides oversight of the CCTV Security System and CyberLink, as well as other IT requests and fulfillment
- Maintains and monitors the interior appearance and safety of the Headquarters office, including but not limited to lighting, common areas, fire alarm/extinguishers, etc.
- Keeps common areas stocked and operational, such as restrooms, kitchens, etc.

- Maintains agreements for ongoing services including, but not limited to snow removal, pest control, janitorial services, etc.
- Maintains and manages the office fleet vehicles, including scheduling maintenance and ensuring vehicles are in proper working order
- Manages office closure procedures, ensuring proper communication and protocols are followed
- Celebrates staff birthdays and work anniversaries to foster a positive and inclusive workplace culture

Member and Program Support

- Provides member support, responding to inquiries and ensuring a positive customer experience
- Provides additional support to the Product Program Manager as needed
- Processes troop trip requests in accordance with Council policies and procedures

Printing, Shipping, and Mail Services

- Processes incoming mail and checks accurately and efficiently
- Prints and ships high volumes of flyers and materials for the Membership Department
- Coordinates shipping of items for other departments as requested

Onboarding and Administrative Support

- Supports the onboarding of new staff, limited to computer setup and orientation on Council Operations Coordinator duties that directly overlap with their role

Council

- Represents GSMW in a professional manner at all times, modeling behavior consistent with the mission and purpose of Girl Scouting
- Interprets the Girl Scout Leadership Experience philosophy and the Council's policies, procedures, and standards
- Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the Council

Supervisory Duties

This position does not have any supervisory responsibilities.

Experience/Education

- Post-secondary training in an administrative field; one to five years of related experience in a high-level support position and/or training, or the equivalent combination of education and experience
- Project management experience
- Valid driver's license

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong oral and written communication skills
- Detail oriented and works with a high degree of accuracy
- Able to work independently and with a team
- Highly organized and flexible
- Able to multitask and meet changing deadlines
- Willing to take on multiple tasks, both big and small
- Self-directed and able to complete projects with limited supervision
- Able to handle confidential and/or sensitive information with good judgment and complete discretion
- Proactive thinker with ability to spot problems before they arise
- Working knowledge of word processing, email, spreadsheet, and presentation software
- Previous non-profit experience preferred

WORKING CONDITIONS

Physical Demands

- Frequent sitting, standing, and walking
- Use of fingers, hands, and arms
- Reaching, bending, stooping
- Extended work with computer
- Close, distance, and peripheral vision
- Lifting up to 25 lbs.
- Work in a modern office environment with moderate noise levels

Environmental Conditions

The employee is located in a busy, open area office. The employee is faced with constant interruptions and must meet with others on a regular basis.

Sensory Demands

The employee must spend long hours in intense concentration. The employee must also spend long hours on the computer entering information, which requires attention to detail and high levels of accuracy.

Mental Demands

There are a number of deadlines associated with this position, which may cause significant stress. The employee must also deal with a wide variety of people on various issues.

Core Competencies

Accountability: Acts with a clear sense of ownership. Takes personal responsibility for decisions, actions, and failures. Establishes clear responsibilities and processes for monitoring work and measuring results.

Communication: Refers to the ability to inform orally and in writing, with clarity and good effect. Understands clearly and quickly when instructions or orders are received. Exercises judgment about what information is important and what should be communicated, how, to whom, and when.

Innovation: Applies original thinking to improve processes and services.

Integrity and Trust: Widely trusted and seen as a direct, truthful individual. Able to present the truth in an appropriate and helpful manner. Keeps confidences and does not misrepresent for personal gain.

Teamwork: Works with and helps others accomplish goals.

Position Competencies

Customer Centric: Acts with customers in mind. Establishes and maintains effective relationships with customers, gaining trust and respect. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly.

Critical Thinking: The objective analysis and evaluation of an issue to form a solution or path forward with all stakeholders in mind.

Planning and Organizing: Refers to the ability to accurately scope out the length and difficulty of tasks and projects, set objectives and goals, and break down work into the process steps necessary to get things done.

Work Quantity and Productivity: Refers to the employee's work in terms of both quality and quantity. Includes general attendance as well as perseverance on difficult or unfavored assignments.

Digital, Virtual, and Technical Proficiency: Works with Council systems to serve clients and troubleshoot issues with customers. Utilizes technology tools within their job function successfully and accurately to achieve results.

Safety

GSMW will provide safe working conditions for each employee. In return, GSMW expects each employee to recognize their obligation to conduct themselves with regard not only for their own safety, but also for the safety of their fellow employees/volunteers. Employees are expected to follow safety rules and procedures, including those specific to their position, attend and participate in safety meetings or training when required, and report unsafe circumstances to their supervisor or other specified individual. Each employee shall perform all safety duties specific to their position.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period.

Employee Signature/Date: _____

Supervisor Signature/Date: _____