Operations Coordinator

Service Area: Operations
Reports to: Associate Director
FSLA Status: Exempt
Effective Date: June 2020

Job Summary

Under the direct supervision of the Associate Director, this position will perform activities in Personnel related activities including employee recruitment, screening, interviewing, handling employee relations, payroll, benefits, new hire orientation, training, and related office duties. In addition, this position will be responsible for assisting in managing the integrity, accuracy, and timeliness of the organization’s financial and accounting records, compiling, and completing monthly financial reports as well as accounts receivable and payable. This position will supervise and over the activities of the Pandemic and Emergency Response Team.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Provision of Personnel (Human Resources) Services, Administration and Office Support

- Administration of personnel-related activities including recruitment and hiring process, scheduling, and conducting new hire orientation, providing employee training, conduct timekeeping activities, maintain, and provide benefit plan administration, and other related functions.
- Maintain employee personnel, medical and related payroll files including the processing of all employee changes forms.
- Maintain and update organizational chart of departments and all job descriptions for current positions held within the company.
- Record employee information such as personal data, compensation, benefits, attendance, performance reviews or evaluations, and employment dates.
- Be responsible for the termination process including but not limited to, organizing exit interview, processing resignation/termination letter, communicating with IT support for shut down of all accesses, and removing employee from data system informing insurance agent on staffing change, and completing any separation forms (GA Separation Notice).
- Responsible for new hire orientation process including, but not limited to, making sure new hire has completed all necessary paperwork and paperwork is submitted to AD for payroll, verifying work eligibility, background screenings, new hire training.
- Monitor unemployment claims and respond in a timely manner.
• Respond to employee requests for information concerning policies, procedures, and benefits.
• Coordinate interview, and post-employment offer background screenings.
• Assist with the implementation and communication of company policies and procedures as well as benefits and compensation policy.
• Conduct training and educational sessions as required in conjunction with business needs.
• Oversee the setup of office areas including, but not limited to work stations and computers and conduct new employee introduction to staff.
• Update and ensure employee manuals, program manuals and other agency manuals are maintained and updated.

Fiscal Responsibility
• Responsible for assisting the AD in the accurate and timely dissemination of financial reporting, including but not limited to, internal monthly statements and reporting.
• Assist in the annual audit process.
• Assist with program audits.
• Responsible for accounts payable- Review vendor accounts for accuracy; ensure on time bill payments, ensure accurate QB data entry, review and update the chart of accounts as needed or requested, prepare checks for processing, ensure required signature(s) are on checks, review monthly banking statements for errors.
• Prepare and track purchase orders, including those to vendors for home modifications and check on progress to ensure accurate and timely submissions for payment.
• Review monthly billings and monthly cost reports.

Program- Pandemic and Emergency Response Team (PERT)
• Oversee PERT team activities
• Research resources to share with the team resources consumer may access.
• Participate and connect to various service organizations including on-line, phone, meetings.
• Work with the PERT Operations Assistant to track data, record successes, and barriers encountered.
• Develop a training program for consumers who rely on attendant care that addresses proper PPE care and expectations from PA’s and Home Health.
• Coordinate training material and implement minimum monthly training to all staff on best emergency practices.
• Responsible for communicating approved position statement to the public.
• Responsible for consumer service record data.

Qualifications
• Minimum qualifications require knowledge of Federal/State Employment Laws,
  Familiarity with HR systems, bookkeeper experience in non-profit, Bachelor’s degree in
accounting, business administration or related degree required. These requirements can be waived when the employer identifies unusual experience and aptitude for the position based upon life experience. Personal experience with disability-related issues is preferred.

- Ability to work independently and exercise discretion, confidentiality, and independent judgment regarding the provision of services and advocacy on behalf of individuals with disabilities.
- Experience in finance or accounting practices for not-for-profit human service organizations.
- Knowledge and experience in Human Resources.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with consumers, co-workers, the Board, the public and other service providers.
- Excellent skill in computer and accounting operations.
- Must have strong attention to detail.
- Ability to meet travel requirement of the job.
- Ability to input data

In compliance with the Americans with Disability Act the following represents the Physical/Environmental Demands. (In all cases, reasonable accommodations will be considered.)

- This position requires the majority of the workday sitting with some standing and walking performed.
- This position requires lifting/carrying objects not exceeding 25 pounds.