



COMMUNITY CENTER

GREATER CLEVELAND

Job Description

Job Title: Office Coordinator
Reports to: Operations Manager
FLSA Type: Salary; Non-Exempt; Full-Time
Benefits: Eligible

Position Information:

The Office Coordinator is responsible for maintaining a friendly and inviting atmosphere for the LGBT Center's greeting station, scheduling rooms, and ensuring smooth administrative operations. The Office Coordinator reports directly to the Operations Manager and works in cooperation with center staff, board and volunteers to ensure smooth operations of the LGBT Center's physical spaces, especially the Center's greeting station.

Essential Duties and Responsibilities:

- Ensures coverage of the greeting station by volunteers or staff at all times during Center hours.
- Manages and trains Front Desk volunteers.
- Greets guests, answers phones, and responds to inquiries by email, in-person or via phone.
- Monitor's Center's common area including the lobby, lounge, cyber center, and library.
- Schedules room usage and communicates billing and set-up needs to the Operations Team.
- Maintains Center calendars, including events, operations, and room scheduling.
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Orders supplies and manages staff requests for administrative materials.
- Reminds all staff of office procedures and creates or edits procedures dependent on organizational needs.
- General administrative support including scheduling, data entry, and filing.

Marginal Duties and Responsibilities:

- Assist guests of the Center in an attentive, understanding, and timely manner.

- Work with the Facilities Coordinator to set-up rooms for the day's activities.
- Works with IT and vendors as needed to meet operational goals.
- Minor assistance to Finance processing and preparations.
- Other duties as assigned.

Required Qualifications:

- Prove experience working in a dynamic office environment.
- Excellent time management and communication skills.
- Good analytical and critical thinking skills.
- Proficiency with Microsoft Office.
- Knowledge of the LGBTQ community.

Skills:

- Demonstrated ability to organize and prioritize tasks.
- Excellent oral and written communication skills.
- Ability to make sound decisions under stressful conditions.
- Ability to work closely with other team members.
- Ability to communicate orally and written.
- Ability to push, pull, carry, or lift up to 25 lbs.
- Basic computer skills and experience with office software.
- Ability to manage budgets and engage in basic math calculations.

To be considered for this position, please submit your resume and cover letter via email to jobs@lgbtcleveland.org and put "Office Coordinator" in the subject line.