



**Building  
Communities.  
Empowering  
Readers.**

**Job Title:** Operations Coordinator

**Classification:** Full-time

**Department:** Administration

**Reports to:** Chief Executive Officer (CEO)

**Pay:** \$40,000 - \$42,000

**Send resume and cover letter to:** Tena Latona, Chief Executive Officer, [tena@witschicago.org](mailto:tena@witschicago.org)

#### **Purpose of Role:**

This employee is responsible for managing all aspects of WITS connected to ensuring smooth operations of the whole organization.

#### **Who We Are:**

WITS (Working in the Schools) is the largest literacy nonprofit providing mentorship to students and professional development to teachers in Chicago public elementary schools. WITS' approach to promoting literacy prioritizes the goals of individual students, teachers, and schools so that their success is meaningful and lasting. We believe that all students - regardless of race, ethnicity, national origin, gender identity, sexual orientation, socioeconomic status, citizenship, or ability - deserve the space to be themselves.

#### **WITS staff must adhere to our core values: Mission Focused, Accountability, Teamwork, Communication, Leadership:**

- Team members acknowledge that WITS is the sum of our parts and work holistically across program and development departments to ensure the success of the organization.
- Team members set clear expectations, adhere to deadlines, deliver high-quality work, and provide and accept honest feedback; they take ownership of their own performance.
- Team members support their colleagues on projects by understanding their role and being organized, prepared and proactive.
- Team members communicate with timeliness, clarity, and appropriate frequency.
- Team members assert and champion their own expertise.

#### **Organization-wide requirements**

WITS is a small organization doing big work and that requires team members to take on projects outside department or role-specific expectations. Examples of the type of work you will do include but are not limited to:

- Writing blogs and creating content for WITS marketing and communications.
- Supporting the WITS team in coordination of, as well as attend, after-hours events each year. Signature Events - Required Attendance - Blackboard Affair, Community Celebration, Annual Meeting, Rochelle Lee Teacher Award Showcase, WITS Talks, one Study Hall, December Board Meeting, one Thank-a-thon.
- Regularly updating and maintaining assigned WITS data and metrics.
- Participating in professional development.

#### **Individual Accountabilities**

##### **Finance**

- Work closely with Chief Development Officer (CDO) on gift processing, monthly reconciliation, and gift recognition.
- Work closely with accountant and CEO and CDO on year-end financials and audit.
- Manage school coordinator payroll.

##### **Database Management**

- Key contact and manager of Salesforce database and communication between forms on website and Salesforce. Maintain and implement processes around data integrity. Train other staff as needed on Salesforce database.

## **Logistics and Operations**

- Execute administrative tasks for all staff and Board events.
- Manage relationships with outside vendors.
- Manage transportation logistics for programs.
- Execute book ordering and distribution in partnership with Program director and RLTA manager.
- Manage calendars of CEO and internal organization calendar.
- Assist in hiring process – posting job description, organize resumes in folders, scheduling candidate interviews for new hires, and on-boarding.
- Assist CEO in managing calendar for annual performance reviews.
- Under the guidance of Program Director assist in program start-up and volunteer management systems.
- Handle all postage and mailing for organization.

### **Indicators of Success**

- On time and well-maintained financials
- Maintained and organized databases
- Strong relationship with Leadership

### **Key Collaboration Network**

#### **Key Shared Accountabilities**

- Management of cash processes with Chief Development Officer
- Book ordering and distribution with Program Director and RLTA Manager
- Working with Leadership to manage calendars and Teams calendar.
- Program and corporate onboarding.
- Salesforce maintenance.

#### **Key Collaborators**

- Staff Leadership
- Program Director
- Marketing Director
- Development Director
- Accountant
- RLTA Manager

### **Key Capabilities and Leadership Behaviors**

- A self-starter and finisher who can see a plan through from conception to completion.
- Ability to give direction to and synthesize information from multiple individuals.
- Agile working style and willingness to adapt.
- A strong ability to develop compelling and grammatically accurate written communication across varied mediums.
- Team player and team builder.
- Willingness to take risks, comfortable with failure, and learning from those risks.
- Strong ability to work independently and identify next steps to accomplish organizational goals.
- Understanding of and commitment to the mission, vision, and goals of WITS.

### **Decision Rights**

- All decisions connected to vendor relationships.
- Work with CEO on final salesforce decisions.

### **Skills or Experience Required**

- Bilingual Spanish candidates strongly encouraged to apply.
- Proficient in Google Suite, Microsoft Office, and willingness to learn new digital tools.
- Familiarity with Salesforce or similar CRM.
- Experience with standard business machines and computers.

- We encourage entry level candidates that are eager to learn and help build this role with us.