



Office and Operations Coordinator

Job Title: Office and Operations Coordinator
FLSA Status: Non-exempt/hourly
Reports to: Volunteer and Operations Manager

WE CAN (Women's Empowerment through Cape Area Networking) was founded in 2001 to empower Cape Cod women by providing unique services that inspire hope and bring increased stability, self-sufficiency, and opportunity to their lives. WE CAN serves more than 2,100 women each year with confidential, free legal services, employment and business support, financial empowerment, mentoring, and personal development programs.

With a small staff, our work is made possible through the dedication of 250 active volunteers and the generous support of 600 individual donors, businesses, and foundations who support WE CAN through gifts, grants, and event sponsorship.

SUMMARY

The Office and Operations Coordinator plays an integral role in the day-to-day operations of the WE CAN office(s) as the first point of contact for participants and guests. Through coordination and scheduling of office volunteers, the Office and Operations Coordinator ensures guests are welcomed and assisted efficiently either in person or via phone. The Office and Operations Coordinator is responsible for key operational, office and clerical duties and coordinating all aspects of the reception function. The Office and Operations Coordinator reports to the Volunteer and Operations Manager.

PRIMARY RESPONSIBILITIES

- Create a welcoming and warm environment for participants, volunteers, donors, staff and guests when they enter a WE CAN building and/or over the phone
- Ensure incoming calls are answered and routed to the appropriate staff person and documented in the database
- Manages front desk and ensures volunteers are scheduled for coverage
- Assist in the recruitment, on-boarding, training, and supervision of office volunteers
- Oversee scheduling, calendars and distribution lists for program and administrative meetings

- Assist program team as needed with managing the scheduling, confirmation and paperwork process for all appointments for individuals receiving services
- Provide information and referral to other nonprofits and community organizations as needed
- Document in database(s) participant and volunteer interactions
- Monitor upkeep of office equipment, supplies, and facilities
- Serve as primary point of contact for vendors providing services for communications, office equipment, supplies, and facilities
- Manage in-coming and outgoing mail and process
- Other duties as assigned

SKILLS REQUIRED

- Excellent communication skills- written, oral, and electronic
- A strong record of providing excellent customer service
- Professional and welcoming demeanor; empathetic and non-judgmental manner
- A high level of organization and attention to detail
- Willingness, ability, and interest in learning new tasks and skills
- Self-motivated, ability to work both independently and effectively in a team environment
- Commitment to working with women of diverse backgrounds, ages and life situations to support success and independence
- Proficiency in MS Office 365, Google Workspace

HOURS: 40 hours per week; Generous benefits package available.

To apply: Please send resume and cover letter to careers@wecancenter.org.

Equal Employment Opportunity

WE CAN is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. WE CAN does not discriminate on the basis of race, ethnicity, religion, sex, color, national origin, age, sexual orientation, gender identity or expression, marital status, mental or physical disability, genetic information, veteran or military status, or on any other basis prohibited by applicable law.