

POSITION DESCRIPTION

<u>POSITION TITLE</u>	Coordinator of Operations
<u>REPORTING TO</u>	Chief of Staff
<u>ORGANIZATION</u>	Association of Science and Technology Centers www.astc.org
<u>LOCATION</u>	Washington, DC
<u>POSITION TYPE</u>	Full time, 40 hours per week, exempt
<u>SALARY RANGE</u>	\$40,000-\$50,000 annually

The Association of Science and Technology Centers (ASTC) is a network of 700+ science and technology centers and museums, nonprofits, companies, and other organizations focused on increasing public understanding of—and engagement with—science and technology among people of all ages.

ASTC members welcome more than 110 million people each year in 50+ countries where they engage the public in a wide array of scientific and technical topics, including: physical, biological, natural, and social sciences; engineering; mathematics; technology; and trans-disciplinary problem-solving.

ASTC includes a wide breadth of science and technology centers, natural history museums, children's museums, nature centers, aquariums, planetariums, zoos, botanical gardens, and other organizations who share a commitment to: supporting lifelong science learning; connecting science and society; engaging diverse communities; and partnering to tackle global challenges.

ASTC is engaged in a transformative process to implement a new strategic direction for the association to better support its members. ASTC is building capacity across the organization towards its future efforts to:

- Make the case for the work of science centers and museums
- Identify future trends and frontiers that have broad impact on society and equity, and help ASTC members prepare, respond, and lead
- Connect ASTC members—including current and future leaders—for idea exchange, learning, and collaboration

To support ASTC in its daily operations in the context of this new strategic direction, ASTC is seeking an administrator with experience in providing operations support to serve as its Coordinator of Operations, a new role in the organization reporting to ASTC's Chief of Staff.

SCOPE AND RESPONSIBILITIES

The Coordinator of Operations will work closely with the Chief of Staff, Chief Operating Officer (COO), and the Finance and Administration team to execute various operations functions of the organization. They will provide support for the organization's daily and ongoing operational, financial, and human-resources processes. They will also maintain relationships with various vendors. They will provide

general operational support to various ASTC projects and programs on an as-needed basis, in cooperation with ASTC's Membership Services and Engagement team, Communications and Advocacy team, and Impact and Inclusion team, at the direction of the Chief of Staff.

The Coordinator of Operations will support these four broad areas, in addition to other work as assigned: (1) financial and human-resources processes and tasks; (2) other operational activities and office-management processes and tasks; (3) member services, conference, and communications support; and (4) administrative tasks and activities for the Office of the CEO and COO.

Financial and Human-Resources Processes and Tasks (30%)

- Prepare daily check deposit log for Staff Accountant
- Maintain an accounting and payroll calendar for reference by staff, and send reminders to staff of upcoming deadlines, such as for submission of timesheets, expense reports, invoices, etc.
- Ensure that all documents are prepared for any onboarding of new hires, set up email accounts and access to online systems, and coordinate collection of key information from new hires.
- Lead the in-person onboarding of new hires including office tour, setting up office space, helping with email and voicemail setup
- Work with benefits vendors to add new hires to their systems and generate appropriate forms
- Coordinate external printing to ensure that all staff receive business cards and other branded material

Operations and Office-Management Responsibilities (30%)

- Ensure that all needed office supplies are purchased, including paper supplies, ink supplies, kitchen supplies, envelopes etc.
- Maintain the phone systems, copy machine, and printers and ensure that all office equipment is functioning, serving as the staff liaison to office-equipment vendors
- Work with vendors to ensure that all systems are maintained and functioning, including updating staff lists in the printer and maintaining an up-to-date record and list of vendors and passwords
- Manage various information-technology (IT) accounts and vendors including, Zoom, GoToWebinar, SurveyMonkey, Adobe etc., and coordinate with COO and ASTC's external IT support vendor on staff IT needs, upgrades, or cybersecurity practices
- With the Chief of Staff, ensure that the organization's (and all staff members') needs are met in terms of software, hardware, furniture, etc., and track open needs that are not quickly resolved
- Support staff in mail processes, including preparing, sending, and receiving mail and packages

Member Services, Conference, and Communication Support (20%)

- Support the Coordinator of Member Services and Conference in responding to member call and emails in a timely manner, particularly around peak conference registration and member renewal times
- Assist with operational aspects of member-facing communications, such as mailing welcome letters, mailing *Dimensions* magazine copies, etc.
- Assist the conference team with operational conference tasks, such as inventory of materials, ordering supplies, shipping, and supporting on-site registration
- Make minor adjustments to the ASTC.org website as directed by the Chief of Staff, COO, or Director of Communications and Advocacy
- With the Coordinator of Communications, provide proofreading and copyediting support to other ASTC staff members upon request of the Chief of Staff

Administrative Support for the Office of the CEO and COO (15%)

- Prior to any planned travel, work with the Chief of Staff to generate travel authorizations on behalf of the CEO and COO
- Process travel expense reimbursements on behalf of the CEO and COO
- Process monthly credit card reports on behalf of the CEO and COO
- Maintain documentation of all financial and operational forms filed
- Coordinate call-in information and set up for staff meetings
- Organize office-wide celebrations and activities

Responsibilities Shared by All ASTC Team Members (5%)

- Actively contribute to member engagement, satisfaction, and retention
- Attend, provide staff support for, and contribute to the success of ASTC's Annual Conference
- Attend professional meetings and conferences as assigned to promote ASTC collaborations, programs, and activities
- Other duties as assigned

EXPERIENCE AND SKILLS REQUIRED

The ideal candidate will have a clear record of achievement in administration and operations, and will be driven by ASTC's mission, team culture, and strategic direction. This candidate will be an administrator with demonstrated experience maintaining operational functions within a small team. They will have good attention to detail, strong interpersonal skills, trustworthiness, discretion, and willingness to support a broader team.

Desired experience includes:

- Experience supporting the administrative, operational, or office-management aspects of a small organization
- Experience supporting human resources, new staff onboarding, and working with benefits vendors preferred but not required
- Proficiency with Microsoft Office tools, particularly Microsoft Word, Excel, and Outlook, as well as team collaboration tools such as Microsoft SharePoint
- Experience processing basic financial information and maintaining records and receipts
- Demonstrated ability to foster strong relationships through a customer-service mindset with teammates and external partners, vendors and stakeholders

HOW WE APPROACH OUR WORK AT ASTC

We expect new members of the ASTC team will join us in aiming to:

- Make a positive impact in service of our members, their communities, and the global good
- Set course for the future boldly
- Be curious and eager to learn
- Foster healthy and productive relationships and teams
- Practice empathy and gratitude

Additional desired qualities and attributes for this role include:

- Excellent teamwork and interpersonal skills, able to work independently as well as in collaboration with colleagues, members, partners, and stakeholders
- Robust work ethic, and effective time management and organizational skills, including the ability to manage multiple projects
- A commitment to diversity and inclusion, demonstrated by inviting, including, valuing, and supporting diverse perspectives and ideas, as further described below
- An interest in, or experience with, issues associated with science and technology, including informal science, technology, engineering, and mathematics (STEM) learning, science communication, and public engagement in science, or with museum practice
- Commitment to continual learning and professional development
- Strong written and oral communication skills
- Sound judgment and ability to maintain the confidentiality and discretion necessary in handling sensitive financial and human-resources information
- Ability to quickly and calmly resolve problems

ASTC COMMITMENT TO DIVERSITY, ACCESSIBILITY, INCLUSION, AND EQUITY

The Association of Science-Technology Centers (ASTC) values and celebrates the rich diversity that makes up the teams and organizations we serve and the broader communities we engage around the world. At the root of science, technology, and innovation are fundamental values that ASTC embraces: a commitment to seek out and engage a diversity of ideas, perspectives, backgrounds, disciplines, knowledge systems, and approaches; and an evolving practice of accepting, valuing, and celebrating contributions, discoveries, and novel solutions regardless of their source. We commit to bring these values to bear across our work, and we seek teammates, board and committee members, and partners who hold diversity, accessibility, inclusion, and equity as foundational and essential values. If all people are welcomed, respected, and included in our work, if everyone has access to opportunity to pursue their aspirations, and if all people can participate fully and actively in creating and building the future, our association, our members, and our global society will be more equitable, prosperous, just, and resilient.

ASTC is proud to be an equal opportunity employer. We are committed to fostering an inclusive environment free of discrimination and harassment. All employment is decided on the basis of qualifications, merit, and business need. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, pregnancy (including childbirth, lactation, and related medical conditions), gender identity, gender expression, sexual orientation, national origin, political affiliation, age, disability status, marital status, parental status, military service, veteran status, or any applicable legally protected characteristics.

APPLICATION PROCESS

Interested candidates should submit a resume and brief cover letter outlining qualifications and interest in the position to jobs@astc.org by **December 9, 2019**. Applications will be reviewed on a rolling basis. If it is determined that you might be a good fit for the role, ASTC will contact you with next steps.

If you need assistance or accommodation in the application process due to a disability, you may call us at (202) 783-7200 or email us at info@astc.org.