



POSITION: Operations Administrator

DEPARTMENT: Operations

REPORTS TO: Chief Operations Officer

Overview

The Operations Administrator is a highly visible front of house position at Triangle Community Foundation critical to providing fluid and consistent logistical facilitation, performing key functions related to general office administration, hospitality, and executive support. The ideal candidate is charismatic, friendly, and a creative self-starter who is eager to learn and has the desire to continually improve the Foundation's office environment supporting its mission, vision, and values.

The Operations Administrator will report to and provide high-level administrative support for the Chief Operations Officer (COO). Additionally, this role will provide superior and critical support to both internal and external stakeholders, and requires exceptional organizational skills, attention to detail, and the ability to handle sensitive information with discretion.

Please submit a cover letter and resume no later than Friday, September 12th.

Essential Responsibilities

Office Support for Stakeholders. Specific duties include, but are not limited to:

Internal (Staff) (50%):

- Manage office facilities, including vendor relationships and coordination, general maintenance and repairs, and custodial requests.
- Handle general incoming and outgoing communications with exceptional customer service, including phone calls, emails, and mail.
- Pick up mail at the nearby post office (mail is not delivered to the buildings in RTP) and process all incoming mail, as necessary.
- Inventory, order, and manage office and kitchen supplies for staff.
- Maintain and prepare community spaces for all stakeholders.

Perform other administrative duties as assigned.



External (Nonprofit partners, donors, and vendors) (35%):

- Greet guests and be present at the reception desk during hosted meetings and events.
- Coordinate the conference room use for meetings and events. This includes, but is not limited to fielding inquiries, maintaining the calendar and reservation system, organizing the conference room and AV set-up, and managing overall event hospitality.
- Support Foundation-hosted events as building liaison. This includes but is not limited to coordinating building and suite access, reserving additional community spaces, and managing custodial requests.
- Provide general support to visitors and act as the point of contact for vendors and other external stakeholders arriving at the office.
- Provide cross-functional coordination, support, and collaboration for Foundation projects, events, and meetings.
- Provide technical support for in-person, virtual, and hybrid meetings and manage virtual meeting tools.

Executive Support: Specific duties include, but are not limited to (15%):

- Ensure the effective running of the operations team, including the confidential handling of specific communications and gracious representation of the COO and the Foundation.
- Working knowledge of the Foundation's stakeholders and services.
- Assist the COO as needed in scheduling meetings, appointments, and travel arrangements.
- Coordinate and facilitate communication between the COO and Foundation stakeholders.
- Organize and maintain confidential files and records.
- Take effective and confidential notes and minutes for the COO in executive level meetings.
- Plan and coordinate events, conferences, and special projects as needed with Foundation stakeholders on behalf of the COO.

QUALIFICATIONS & ATTRIBUTES

- Commitment to the Foundation's goals, values, and mission.
- Two- or four-year degree preferred.
- Minimum of three years of experience as an Office Administrator and/or Administrative Assistant.
- Minimum of two years of experience working with nonprofit organizations or in the philanthropic sector.
- Minimum of two years of experience working in hospitality.
- Strong proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Share Point).
- Strong organizational skills to balance multiple projects and deadlines, including the flexibility to adjust activities and priorities and take on new responsibilities.



- Willingness to work a hybrid schedule as determined by the needs of the organization and external stakeholders; schedule may be asynchronous.
- Certification in Customer or Client Services is preferred.
- Excellent judgment and ability to think independently.
- Excellent communication skills, both written and verbal, to effectively interact with Foundation stakeholders.
- Self-motivated and proactive, with the ability to work independently and as part of a team.
- Demonstrated ability to thrive in a fast-paced environment and to lead with solutions – true service and hospitality focus.
- A proven track record of reliability and dedication.
- Regularly required to stand, walk, and sit; as well as stoop, kneel, bend, crouch, and lift up to 25 lbs. to maintain the office, equipment, and devices.

COMPENSATION AND BENEFITS

- The salary range for this position is \$57,000 - \$63,000.
- Benefits include health insurance (medical, HSA, HRA), dental insurance, retirement plan and contributions, wellness benefit & Employee Assistance Program, professional development opportunities, and generous PTO to support an optimal work/life balance.

HOW TO APPLY

To apply, please email cover letter and resumé to jobs@trianglecf.org with “OPS Admin Position” in the subject line. Priority will be given to resumé received by Friday, September 12th. ***Applications without a cover letter will not be considered for this position.***

Triangle Community Foundation serves Chatham, Durham, Orange, and Wake counties, and is the largest nonprofit funder in our region. By working with dedicated donors and strong nonprofits, we can guide gifts in a strategic way to fill in gaps, reduce inequities, and solve the region’s most pressing challenges. Since 1983, we have envisioned a Triangle that works together so everyone can thrive, and in the last fiscal year, with the help of our generous family of donors, we granted over \$28 million back into the community to make a difference.

For more details about Triangle Community Foundation, visit www.trianglecf.org.

At Triangle Community Foundation, we believe that when people feel respected and included, they can be more creative, innovative, and successful. The Foundation is an equal opportunity employer and if you require reasonable accommodation in completing this application, interviewing, or otherwise participating in the employee selection process, please direct your inquiries to Larisa Putnam at jobs@trianglecf.org.

Employment is contingent upon successful completion of a reference and background check.