



## Job Description

**Position Title:** Operations Coordinator (.20 FTE)

**Reports to:** Executive Director

**Job Type:** Part-Time Employee

**Job Announcement:** Since 1991, St. Paul Urban Tennis has provided tennis and education programming for underserved youth in St. Paul, Minnesota. We use tennis as a vehicle for creating positive change in the lives of young people and are seeking a highly organized administrative assistant to help our growing nonprofit expand its reach and impact. The ideal candidate will be detail-oriented and experienced in handling a wide range of administrative tasks. Applicants should enjoy the challenges of supporting a small office of diverse people and have a passion for non-profit work. **Interested candidates should send a cover letter and resume to Becky Cantellano at [becky@urbantennis.org](mailto:becky@urbantennis.org). For questions, please call 651-222-2879.**

**Purpose of Position:** Reporting to the Executive Director, the Operations Coordinator provides clerical and customer service support to the organization while managing program data, inventory, and Eastview Rec Center operations.

### Major Responsibilities:

#### Eastview Site Management

- Maintain regular hours at Eastview Recreation Center to ensure that SPUT is accessible to customers on a consistent basis.
- Manage facility rentals including all fields and court reservations at Eastview Park.
- Manage public hours and coordinate scheduling of programs and events at Eastview Recreation Center.
- Create biweekly staff schedule for Eastview Recreation Center, ensuring that two staff are in the building during all public hours. Train and support student workers.

#### Administration

- Manage contracts for office supplies and services (copier, internet/phone, cleaning service, etc.)
- Organize office supplies closet and restock as needed with stamps, envelopes, paper, toner, etc.
- Draft forms and documents for distribution that may include program flyers, registration forms, posters and other materials.
- Lead organization and clean-up of offices, storage space and site kits. Coordinate check out/in and delivery of any needed supplies and equipment to program sites.
- Support SPUT Directors as needed with day-to-day administrative tasks and projects as assigned.
- Assist with the processing of program registrations, donations, and incoming/outgoing mail.
- Answer general phone line during office hours and ensure that all voicemail messages are cleared regularly.

#### Data Management

- Ensure that accurate records are kept according to our Record Retention policy. Control paper copies and electronic copies stored in Box.
- Verify that attendance data is collected for all programs. Manage the entry of all program attendance data into the CitiSpan Sprockets database for tracking and reporting. Supervise any temporary staff hired to assist with data entry to maintain integrity.
- Create and distribute surveys to all parents to gather information regarding customer experience.
- Ensure that pre/post surveys of participants are conducted to measure youth outcomes as appropriate.

- Track Warrior Leadership Academy participant points for completing challenges and program requirements.
- Assist Executive Director with Grant Accountability reporting.

**Key Customers:** Program participants and families, SPUT staff and volunteers, Program donors and supporters, Rec Center patrons

**Qualifications:**

- High School Diploma or equivalent
- Excellent organizational skills and attention to detail
- Proficient use of Microsoft Office products, especially Microsoft Word, Excel, and Publisher
- Excellent customer service and oral and written communication skills
- Effective time management skills
- Passion to enrich young lives through tennis and education

**Time Commitment:** This is a part-time position, requiring an average of 10 hours per week. Hours typically increase during the spring/summer and leading up to major events. No work is required during the month of December. Typical hours will include two evenings per week during the school year (i.e. Tues/Thurs 3pm – 8pm) and weekday mornings during the summer (i.e. 8:30am – 11:30am, Monday – Friday).

**Compensation:** This employee receives a competitive hourly wage.