Operations and Support Coordinator

The Ohio Education Associate (OEA) is seeking an Operations and Support Coordinator to assist in coordinating the day-to-day functions of the printing, mailing, and facilities operations by serving as a liaison between the manager and other staff. This position will also communicate with internal customers regarding the status of their requests, creates and documents work processes, and provides training to others, in addition to performing general administrative tasks.

Definition:
A position that performs advanced administrative functions in support of OEA’s strategic priorities.

Essential Duties:
1. Assists with coordination of day-to-day functions of printing and mailing and facilities operations.
2. Establishes priorities for work tickets submitted for printing and mailing services.
3. When authorized, serves as liaison between assigned manager and staff, communicating decisions and directives, transmitting assignments, and maintaining workflow.
4. Communicates with customers regarding job tickets to ensure proper understanding of work requested, deadlines, scope of job, and obtains the appropriate files in the appropriate format to complete the ticket.
5. Trains and acts as resource person; creates and maintains work procedures and training materials.
6. Uses current computer software applications to develop spreadsheets and perform word processing, data base management, electronic communications, and other applications in support of the division.
7. Operates office equipment, printing, duplicating, bindery, and mailing equipment and postage machines
8. Provides customer service regarding requests for services through building maintenance and printing and mailing.
9. Composes, types, copies, and distributes routine correspondence, reports and other printed materials as required by the division.
10. Sets up and maintains paper and electronic filing and inventory systems.
11. Reviews and proofreads documents; communicates errors or discrepancies to be rectified; initiates appropriate action and follow up.

Significant Duties:
- Performs administrative duties for division.
- Ensures timely and accurate completion of work tickets for the division.
- Processes invoices for payment.
- Orders and maintains office supplies and acts as a liaison with vendors.
- Carries out special projects and assignments as directed by the division manager(s).
- Attends staff meetings and trainings.
- Provides input into decision-making as it impacts associate staff functions.
- Performs duties related to job description.
- Completes forms in accordance with OEA procedures.
- Maintains confidential records and files.
- Operates in a collaborative team environment.

Qualifications, Knowledge, Skills and Abilities:
- High school diploma or equivalency; Associate degree preferred.
- Five (5) years of advanced administrative and/or automated office experience required.
- Advanced knowledge of administrative and clerical procedures and systems such as automated office operations, word processing, spreadsheets, managing files and records, designing forms, and other office procedures.
- Ability to effectively compose, proofread and revise business correspondence.
- Ability to communicate effectively and professionally.
• Advanced skill in use of computer office software, including MS Office and Adobe Acrobat.
• Highly detail oriented with ability to manage multiple projects.
• Skill in monitoring the work of others
• Ability to lift up to 50 lbs.

**Other Information:**
Salary: Range E, with employer paid social security. Fringe benefits include paid vacation, sick leave, health insurance, paid holidays, and retirement plan.

**Position Location:** OEA – HQ, 225 E. Broad St., Columbus, OH 43216

**Posting Date:** January 20, 2022

The OEA is an Equal Opportunity/Affirmative Action Employer.