



Title: Office Coordinator/Receptionist

Location: Providence, RI

Organization Description: Year Up is a non-profit organization with a mission to prepare urban young adults aged 18-24 for life and work in our technology-driven society, while guiding them toward successful careers and higher education. Through a one-year, intensive training program, students receive a unique combination of hands-on technical and professional skills, college credit, and corporate internships.

In our eighth year of operations, Year Up serves more than 500 students per year across six sites in Atlanta, Boston, Providence, Washington, D.C., New York City, San Francisco, and expects to add 1-2 sites per year over the next 4 years. Year Up has received numerous awards, including Fast Company Magazine's Social Capitalist Award for innovative business model and social impact in 2005, 2007 and 2008. See www.yearup.org for more information about our program.

Position Overview: Year Up Providence is seeking an Office Coordinator/Receptionist to ensure front desk operations run smoothly and efficiently, to assist in oversight of facility management, and to support the staff team (<10 FTE) with administrative functions. Reporting directly to the Executive Director, this position will play an integral role managing and defining systems and processes that will poise Year Up Providence for continued growth and efficiency. In keeping with Year Up's values, the Office Coordinator will also interact with students as an advisor and group facilitator, participating in creating and sustaining a positive educational environment with trust among students, faculty, and work site leaders.

Key Responsibilities:

Reception

To create and maintain a welcoming & professional office environment for visitors and staff, the Office Coordinator will:

- Open the office in time to greet staff, students, and visitors by 8:00 AM each morning
- Represent Year Up positively and accurately in interactions in person, on the phone, and in writing throughout each day
- Field incoming calls from prospective students, alumni, vendors, partners, Year Up friends, and the general public
- Oversee general office organization and maintenance including a clean front desk and reception area
- Give and/or coordinate tours of the site to visitors as needed

Administrative:

To ensure timely and effective site administration, the Office Coordinator will build, refine, and implement processes to:

- Track and maintain student and apprenticeship contracts and records on a daily basis
- Ensure biweekly delivery of contracts to the National Office to guarantee timely payroll
- Receive, sort, process, and route mail, faxes, and overnight packages (incoming, outgoing, and internal)
- Inventory, assess, and order supplies for the office, staff, and program on a monthly basis
- Request and process in-house work orders for site maintenance
- Manage purchase order process and files
- Prepare, submit, and confirm delivery of payment requests for vendor invoices including coordinating open invoice statements with vendors and finance department
- Reconcile and track petty cash and corporate credit card receipts
- Assist Executive Director on operations and administrative projects as needed
- Provide note-taking assistance during weekly team and site meetings

Operations and Relationship Management:

To promote and support effective interaction and partnerships between all constituent groups, the Office Coordinator will:

- Lead and produce biannual graduation ceremony including the efficient use of staff and students and the recruitment and management of vendors and volunteers
- Serve as liaison between cleaning, maintenance, and other service providers and the Year Up RI team
- Initiate and manage vendor relationships (office supplies, catering, shipping, cabs, copiers, toner, etc)
- Maintain & manage use of office equipment (fax machine, copy machines)
- Oversee and educate community about building security plans as appropriate (Evacuation plans, security systems, etc)
- Serve as lead Rhode Island site operations contact for the National Office
- Serve as the main interface for the National IT department, sometimes investigating and repairing issues on site
- Serve as an advisor to an average of 6 students/apprentices

Qualifications:

- 2-3 years professional work experience coordinating operations and delivering high-quality support to a broad array of constituent groups
- Excellent interpersonal skills and customer service orientation
- Demonstrated success managing multiple projects with competing priorities and ability to thrive in a fast-paced setting; corporate experience a plus
- Exceptional attention to detail with a focus on professionalism and punctuality
- Inclusive nature with skill and experience fostering a sense of community
- Creativity, flexibility, and a positive, service-orientated approach to problem solving
- A strong desire to work with urban young adults and an interest in the mission of the organization
- Basic knowledge of IT (printers, copiers, computers) helpful; comfort interacting with IT departments required
- Proficient Microsoft Office and Internet skills
- Bachelor's Degree preferred

To Apply:

Please upload a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity, both in Word format, to Sara Enright at <http://jobs.cgcareers.org/application.aspx?id=1378>. Applications will be reviewed on a rolling basis.

Year Up is an equal opportunity employer.

About Commongood Careers: Year Up has partnered with Commongood Careers to conduct the search for an Office Coordinator. Commongood Careers is a nonprofit search service that connects talented individuals to organizations that are dedicated to creating positive social change. Founded and staffed by nonprofit professionals, Commongood Careers offers personalized, engaged services to jobseekers and organizations throughout the hiring process, as well as access to a wealth of knowledge about nonprofit careers. [Learn more about nonprofit jobs at Commongood Careers.](#)