



JOB DESCRIPTION

Title:	BUSINESS & EVENT OPERATIONS COORDINATOR
Team/Division:	OPERATIONS
FLSA Status:	FULL TIME EXEMPT
Reports To:	Chief Executive Officer
Supervises:	N/A

SUMMARY

The Business & Event Operations Coordinator contributes from the hub of an established and growing national nonprofit organization dedicated to serving government and civic organizations with educational events, programs and services that inspire innovation for the greater good. This dynamic internal and externally-facing position has a variety of essential accountabilities that crossover between financial and organizational operations, marketing & communications, and supporting events with registration and other logistical functions. This position reports directly to the CEO, but will take direction from other team leaders.

The ideal candidate is civic-minded, flexible, service-oriented, thrives in a fast-paced environment, can effectively manage multiple priorities within tight timelines, and has an interest in/a passion for events and life-long learning. This challenging and rewarding opportunity requires independent problem solving, excellent interpersonal and communication skills and the ability to be both proactive as well as receive direction from a variety of team members.

POSITION EXPECTATIONS

- Be proactive, take ownership and be accountable.
- Be adaptable, positive, innovative, and productive with a high degree of initiative.
- Be communicative, collaborative and relationship-focused in approach, by demonstrating excellent interpersonal and customer service skills.
- Have a growth mindset - think and act like an entrepreneur.
- Develop and implement ideas and programs — conduct or carry out procedures and activities to improve programs or products.
- Ask for help when needed, be open to constructive feedback and share ideas for improvement.
- Work independently as well as collaboratively within a team environment.
- Be resourceful – obtain and learn information needed to do the job from all relevant sources, demonstrating an ongoing commitment to and responsibility for ongoing professional development.
- Stay calm under pressure and successfully manage multiple projects and time-sensitive demands.
- Adhere to all Fusion policies and procedures.
- Maintain absolute confidentiality of all information pertaining to staff, clients, participants, stakeholders and partners.

PRIMARY RESPONSIBILITIES

Responsibilities include, but are not limited to:

Bookkeeping & Accounting Support (50%)

- Process accounts receivables, deposits and EFT/Wire receipts
- Process account payables, due bills and recurring charges to bank/credit card accounts
- Manage registration receivables and invoicing registrants
- Manage client reimbursement/payment requests per the client service agreements.
- Monitor all transactions to ensure accuracy and control of the financial reporting systems.
- Prepare monthly allocation of administrative charges to respective projects.
- Create monthly P&L financial reports for internal and external clients as requested.
- Support event/program registration reconciliations and financial close-outs to ensure completeness and accuracy, and provide detailed transaction reports as well as summary reports for review by assigned staff and CEO.
- Manage customer and vendor information, W9s and document retention
- Create and monitor financial reports related to purchases and budget controls
- Support internal and external customers with requests for financial information
- Maintain electronic and hard copy financial archival and administrative files.
- Ensure that accounting requests are resolved and communicated in a timely manner to internal and external parties.
- Assist external accounting/audit firms and/or internal finance director to prepare quarterly financial reports, 1099s and other finance functions
- Assist with year-end reconciliations and preparation for annual audit

Organizational Operations (25%)

- Monitor & respond to organization's general email accounts and phone line.
- Update and maintain phone system auto-attendant, organizational email accounts, calendars, team and board contact lists, and Slack workspace.
- Receive, log and route daily mail and deliveries.
- Serve as point of contact for facilities, equipment, communications and vendors.
- Assist onboarding for new employees, including setup of accounts and orientation to communication processes and tools.
- Manage procurement/purchasing of office supplies, small equipment and meeting materials and keep supply storage areas organized.
- Maintain and track inventory of supplies on hand and fixed assets.
- Organize and maintain electronic and hard-copy files and folders stored on- and off-site.
- Create and/or revise administrative and operational procedures, contact lists and shared informational resources
- Provide support for meetings with guests, clients, staff and board.

Event Registration & Logistics Coordination (20%)

- Manage or assist with participant registration for assigned programs and events, including:

- Design and test online registration forms that meet requirements, adhere to Fusion policies, are user-friendly and accessible, providing a seamless user experience for clients and participants.
- Collect and process registration payments.
- Issue registration reports per agreed upon schedule or as requested.
- Assisting participants with registration questions, changes and issues, and updating records in registration as needed.
- Create plans for and deliver engaging pre-event communications including save-the-dates, invitations, confirmations, pre-event information/instructions, post-event surveys and follow-up, etc.
- Coordinate the use of mobile event apps by uploading content, developing/scheduling messaging and push notifications, and providing training/information and technical assistance to mobile app users.
- Coordinate onsite registration materials including computers, printers, self-check-in kiosks, printed name badges, attendee packets, etc.
- Coordinate onsite registration activities for participants, including managing staff and volunteers tasked with supporting registration check-in & provide onsite check-in and registration support.
- Reconcile registration data to accounting records at program close.
- Document lessons learned and recommendations for continuous improvement.
- Provide other logistics support as needed for assigned programs and events.

Marketing & Communications (5%)

- Create or contribute to marketing emails and social media posts related to the organization.
- Assist with website content updates as assigned.

JOB SPECIFICATIONS

Required Education and Experience

- Minimum 2 year degree in accounting or business administration
- Minimum five years' experience with the listed bookkeeping and accounting support responsibilities, preferably in a nonprofit organization
- Minimum two years prior experience providing general office administrative support functions
- Experience using Quick Books Online

Desired Experience

- WordPress, Constant Contact, and Social Media management
- Event management and registration software
- Coordinating or supporting conferences, tradeshow, expos or similar programs

Required Skills and Abilities

- Proficiency with Microsoft Office products, including Excel, Word, Outlook
- Excellent attention to detail, high level of accuracy and good proofing skills

- Highly organized, able to prioritize and manage time effectively
- Ability to clearly communicate and present ideas effectively to other staff, clients, customers, participants, etc., both verbally and in writing
- Ability to innovate and learn new systems, technology and tools quickly
- Ability to work independently and with direction
- Ability to develop and maintain positive and effective working relationships with other staff, clients and the general public

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Be indoors, sitting at a desk for the majority of the day
- Travel to and from event sites (primarily local, some outstate); must have driver's license and access to a car
- Must be able to pack, lift, and transport program equipment and materials to and from programs
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally

TOOLS AND EQUIPMENT USED

- Operate standard office equipment (phones, personal computer, copier, printer, etc.)
- Use personal smart phone for remote connectivity (email, phone, voicemail)

COMPENSATION/BENEFITS/WORK ENVIRONMENT

The salary range for this FT exempt position is \$48,000 – \$54,000. Benefits include 401K with employer match, generous paid holiday/vacation/sick time, Health Reimbursement Account (HRA) to offset health expenses and insurance, life insurance, employee assistance and gainsharing. This position is hybrid, with some in-person office time required as well as up to five onsite events per year. Travel to event locations is required, including local (Twin Cities Metro Area), greater Minnesota and possible national venues.

FOR MORE INFORMATION & TO APPLY

To view the full job description, visit <https://fusionlp.org/about-us/#jobs>

To apply, send a cover letter and resume to support@fusionlp.org