



Title:	BUSINESS OPERATIONS COORDINATOR
Team:	Operations
FLSA Status:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Reports To:	Director of Business Operations
Supervises:	n/a

SUMMARY

The Business Operations Coordinator plays a key functional role within an established and growing nonprofit organization dedicated to serving government and civic organizations with events, programs, and services that inspire innovation for the greater good. Reporting to the Director of Business Operations and serving as an integral member of the Fusion Learning Partners Operations team, this position is responsible for key business and operational functions, including business partner and sponsor benefits fulfillment and communications for assigned programs, event registration and managing attendee communications for assigned programs; and supporting organizational effectiveness through CRM management, assisting with accounting processes, and internal process documentation.

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 BY FUNCTION

Responsibilities include, but are not limited to:

Partner & Sponsor Fulfillment– 40%

Working closely with the Business Partnership & Sponsorship Manager:

- Serve as the primary operational coordinator for assigned private sector partner and sponsor accounts, ensuring all contracted benefits and deliverables are tracked, fulfilled accurately, and completed on schedule .
- Maintain detailed tracking systems that monitor partner commitments, timelines, and status updates, proactively identifying gaps or risks before they become issues.
- Communicate regularly with partners to confirm satisfaction, answer questions, and provide updates, while escalating concerns internally when needed for timely resolution.
- Maintain accurate and up-to-date CRM records related to partner contacts, agreements, communications, and engagement activity.
- Collaborate with internal teams to ensure marketing, event, and operational commitments to partners are clearly documented and executed as promised.
- Coordinate with accounting staff to confirm invoicing, payment status, and documentation are aligned with partner agreements.
- Prepare summary reports on partner fulfillment progress, engagement levels, and key metrics to support internal planning and relationship management.
- Contribute to continuous improvement of partner processes by documenting lessons learned and identifying opportunities to strengthen tracking, communication, and service delivery.

Event Registration & Attendee Engagement – 30%

- Lead the implementation and ongoing management of the event registration system for assigned programs, ensuring forms are accurate, user-friendly, aligned with organizational policies and event requirements.
- Configure and manage registration categories, discounts, group registrations, and invoicing structures as needed to support attendance and revenue goals.
- Monitor registration performance and maintain accurate reporting dashboards, providing regular updates on attendance trends, revenue projections, and key metrics to internal stakeholders.
- Oversee the collection and tracking of registration payments, coordinating closely with accounting to ensure accurate reconciliation and financial reporting.
- Develop and deliver clear, timely attendee communications including confirmations, reminders, pre-event instructions, and post-event follow-up messaging.
- Serve as the primary point of contact for registration-related inquiries, resolving participant questions and issues professionally and efficiently.
- Plan and lead onsite registration and check-in operations, including preparation of materials and technology, coordination of staff or volunteers supporting check-in, troubleshooting real-time issues, and ensuring a smooth and welcoming attendee experience.
- Document processes, lessons learned, and recommended improvements to strengthen future registration workflows and attendee experience.

Organizational Effectiveness – 30%

- Provide hands-on accounting and financial administration support across multiple programs and clients, including recording incoming payments, tracking deposits, reconciling Stripe and registration platform reports, and preparing structured data uploads for QuickBooks Online.
- Run reports from accounting and registration systems as requested, support expense report entry and documentation, and assist with routine financial tracking to ensure accurate and timely internal reporting.
- Maintain accurate and organized financial and vendor records, including managing W9s, documentation, and compliance-related files in coordination with the Director of Business Operations.
- Manage general administrative functions such as ordering supplies, coordinating meeting room bookings, tracking usage credits, and supporting logistical needs for internal and external programs.
- Monitor shared inboxes and general support channels as assigned, triaging and redirecting inquiries to the appropriate team members to ensure timely responses and smooth internal communication flow.
- Maintain organized shared files, process documentation, and operational tracking tools to ensure continuity, transparency, and efficiency across the organization.
- Identify opportunities to streamline workflows and improve system integration across CRM, registration platforms, and accounting tools, contributing to ongoing operational effectiveness.

JOB SPECIFICATIONS

Education and Experience

- Bachelor's degree in business administration, accounting, communications, marketing, or a related field; OR equivalent combination of education and relevant work experience.
- Minimum 1–3 years of experience in one or more of the following areas: business operations, event coordination, administrative support, customer account management, nonprofit administration, or similar roles involving cross-functional coordination.
- Demonstrated experience working directly with external customers, partners, sponsors, or clients in a professional setting.
- Experience supporting basic accounting or financial administrative functions such as payment tracking, reconciliation, reporting, or expense processing.
- Experience using CRM platforms (HubSpot or similar) and/or event registration systems (RegFox, Eventbrite, Cvent, or similar tools) preferred.
- Familiarity with accounting software, particularly QuickBooks Online, strongly preferred.
- Experience working in a nonprofit, association, small business, or event-based environment preferred.
- Experience supporting remote teams or distributed work environments a plus.

Required Knowledge and Skills

- Strong organizational and time management skills with the ability to manage multiple projects, deadlines, and relationship touchpoints simultaneously.
- Demonstrated ability to maintain accurate records and work comfortably with detailed data across CRM, registration, and accounting systems.
- Excellent written and verbal communication skills, including the ability to interact professionally and confidently with private sector partners, sponsors, attendees, vendors, and internal team members.

- Ability to provide responsive, proactive customer service while maintaining clear boundaries and organizational standards.
- Analytical and problem-solving skills, including the ability to interpret reports, identify discrepancies, and escalate issues appropriately.
- Ability to work independently in a remote environment while maintaining accountability, follow-through, and strong communication with team members.
- Ability to stay calm under pressure and adapt to shifting priorities, particularly during event execution periods.
- Commitment to confidentiality and professional handling of financial and partner information.
- Proficient with MS Word, Excel, Outlook, Constant Contact or similar, and the willingness and ability to learn new software applications quickly

Physical Requirements

- Be indoors, sitting at a desk for the majority of the day
- Travel to and from event sites (primarily local, some outstate possible); must have driver's license, travel documents 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)

Work Environment

- Remote work arrangement from employee home office where adequate internet service, workspace and furnishings are established at employee expense
- Attendance/participation two days per week or as requested at co-working office space in the Twin Cities area.