



## OPERATIONS COORDINATOR FOR PACIFICA AFFILIATES PROGRAM JOB DESCRIPTION

Working under the supervision of Pacifica affiliates manager, the part-time operations coordinator implements office procedures, administrative tasks, as well as some outreach, technical, production, and other tasks, as assigned by the Affiliates Network Manager.

Hours per week: 18

Payment per hour: \$20.00

Benefits not provided

All employment at the Company is "at-will." Both employees and the Company have the right to terminate employment at any time, with or without advance notice, and with or without cause.

**SUMMARY:** Perform day-to-day operations and duties in client relations and services for the Pacifica Affiliate Program. Assist with making and keeping records of affiliate contracts. Implement promotional material, Internet presence, and Internet distribution infrastructure. Answer correspondences with affiliates and assemble confidential and sensitive information. Deal with a very diverse group of external callers and clients, as well as cooperate with Pacifica staff at all levels of the organization. Independent and good judgment is required to plan, prioritize, and organize diversified workload. Experience in community radio and radio production is preferred. Being located in Central Iowa and ability to come into the office in Ames, Iowa, is preferred.

### **DUTIES AND RESPONSIBILITIES:**

- Assist with general office coordination.
- Perform general clerical duties as needed, including but not limited to updating client information and data-base and other record-keeping of contracts, supplies and documents such as invoices, reports, memos, letters and financial statements using spreadsheets, Microsoft Office, databases and/or other presentation software.
- Troubleshoot IT and computer problems.
- Manage database and other systems and various software upgrades. Data entry.
- Update and maintain office equipment, replace supplies and arrange equipment repairs.
- Monitor and assist with maintenance of the Affiliate Program's websites (Pacificanetwork.org and Audioport.org), including upgrades of presentations, helping provide content and on-line tools; cooperate with other Pacifica web staff.
- Perform regular social networking outreach and other forms of outreach as needed.
- Interact with vendors and cooperate with other Pacifica workers in network infrastructure, national programming, and other special projects.
- Help with day-to-day communication and services to clients, including answering telephone calls and sorting and answering email requests, as directed by Affiliates Network Manager.
- Help coordinate, produce, record and/or edit radio content such as "Sprouts" radio show, PSA's and other content as needed. Coordinate outreach for Sprouts segments.
- May help supervise volunteers and other support personnel.
- Assist affiliates coordinator in assigned project-based work and strategic planning.
- Maintain confidentiality in all aspects of client, staff and agency information.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Computer literate. Microsoft Office Suite, Excel, Wordpress, Drupal and ability to learn and manage database and financial records, as well as graphic and audio and other software as needed.
- Good writing, analytical and problem-solving skills.
- Knowledge of principles and practices of organization, planning, records management and general administration.
- Good communication skills.
- Ability to operate standard office equipment, including but not limited to, computers, telephone systems, various software, copiers and facsimile machines.
- Ability to conduct social networking
- Ability to record and edit radio content preferred
- Ability to follow oral and written instructions, initiate and maintain effective communication with supervisor about work progress and other important information.
- Self-motivated to focus on work and be detail-oriented, double-check one's own work, ability to prioritize diverse tasks, meet deadlines, and completing tasks on schedule.
- Ability to think creatively

**PHYSICAL DEMANDS:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**MINIMUM QUALIFICATIONS:**

- Familiarity with radio management and experience in radio production preferred
- Being located in Central Iowa and ability to come into the office in Ames, Iowa, is preferred
- Some experience involved with entrepreneurial projects.
- Computer literate.
- Social networking skills.
- Knowledge of principles and practices of basic office management and organization.
- Knowledge of the basic principles and practices of data-management or willingness to train.
- Knowledge or ability to learn use of different type of software, including but not limited to graphic, audio software, or willingness to train.
- Reliable, detail-oriented, accountable, communicative, and work well either alone or as part of a team.

**CONTACT:**

Please send resume to Ursula Ruedenberg: [ursula@pacificafoundation.org](mailto:ursula@pacificafoundation.org)

**THE PACIFICA FOUNDATION IS AN EQUAL OPPORTUNITY EMPLOYER.** Pacifica Foundation does not discriminate on the basis of race, color, ancestry, religious creed, national origin, ethnicity, gender, age, marital status, disability, medical condition, or sexual orientation. Women and minorities are encouraged to apply.