



**Apply as soon as possible as resumes are evaluated and interviews scheduled as applications are received.**

## **Operations Support Specialist**

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### **Summary/Objective**

Provides administrative support to the office of the Senior Vice President; coordinates the operations of the office, including coordination of day-to-day services and administrative activities in support of the Green Dot organization. Acts as primary point of contact for both internal and external constituencies on matters pertaining to Senior Vice President. Researches, prioritizes and follows up on multiple issues and concerns addressed to the office, including those of a sensitive and /or confidential nature. Position provides administrative support for development, communications, finance, operations, and other programmatic areas. Assists in a variety of special projects.

### **Essential Functions**

1. Represents Green Dot to persons who, by phone or by visit, request a meeting or information. Employs sensitivity, skill and knowledge of appropriate protocol for communications with internal and external constituencies always ensuring the office is represented in a professional, hospitable, and responsive manner.
2. Independently researches, prioritizes, and follows up on multiple incoming issues and concerns addressed to the SVP, including those of a sensitive and/or confidential nature; determines appropriate course of action, referral, and/or response.
3. Provides thorough, accurate, and timely communications to donors, board members, and other vendors; demonstrates exemplary customer service in all exchanges.
4. Manages office information flow, i.e., collection, dissemination, storage, retrieval and disposal. Develops appropriate systems for tracking incoming and outgoing correspondence; referring mail to appropriate offices; following up to insure prompt action; coordinating input from multiple sources for SVP's output. Creates, composes, and edits correspondence and documentation, keeping the SVP apprised of noteworthy redirected correspondence and its disposition.
5. Oversees meeting preparation and materials; including packet preparations, communications, logistics, meeting notes, agendas, minutes, and appropriate records follow-up. Works with other staff to prepare meeting materials, and with Program VPs, the Director of Development and Director of Communications to coordinate events and meetings.
6. Oversees all day-to-day accounting, budgeting and administrative activities of the SVP's office. Provides assistance in the understanding and interpretation of policies and procedures, as appropriate, and ensures that office operations are in accordance with Green Dot policy.
7. Processes Cameron Brown office service requests. Serves as a liaison between the development and facilities and maintenance departments.
8. Coordinates a variety of special projects.
9. Maintains office and kitchen supplies by checking to determine supply levels, anticipating needs, and monitoring requests from staff members; placing orders, verifying receipts, stocking items and/or getting them to appropriate staff members
10. Maintains office equipment by completing preventative maintenance; troubleshooting failures; calling for repairs when necessary; and monitoring office equipment operations

11. Assists the Green Dot staff with special projects and other duties as deemed necessary.

**Organizational Relationships**

- Reports to the Senior Vice President.

**QUALIFICATIONS/COMPETENCIES**

- Five years or more administrative or office management experience.
- Experience providing administrative support for an organizational governing body in a non-profit, educational, or corporate setting; experience interacting with trustees, donors, and dignitaries.
- Exceptional project coordination skills required.

Interested candidates should submit a resume and letter of interest to:

[applicants@livethegreendot.com](mailto:applicants@livethegreendot.com)