OPERATIONS & RESOURCE COORDINATOR
CHICAGO POETRY CENTER

ABOUT THE ORGANIZATION

Mission & Programs

The Chicago Poetry Center's mission is to connect people and poetry, equitably engage poets with communities, and foster creative literacy in the city and beyond. We do this work through poetry education programming across Chicago, public poetry events, Critical Conversations @ Work, and special projects and online resources.

Culture

We are a small and actively growing organization that sets our goals into action through collaboration, clear communication and expectations, and strategic and creative thinking. Staff work both independently and as part of a team. Our culture is one that supports feedback, communication, and growth, and values artistic and creative expression and creative community.

Commitment to Inclusion

The Chicago Poetry Center values diversity at all levels and understands that a safe and supportive environment is necessary to facilitate our work in valuing and uplifting creative expression. The Chicago Poetry Center commits to inclusion and will not discriminate on the basis of race, ethnicity, gender identity, sexual orientation, disability, socio-economic status, age, religion, national origin, marital, parental, or veteran status, or any other legally protected status. We strive to uphold our values in action through our decisions, programming, community building, and fostering an environment of continuous learning. CPC works in an ADA accessible building with gender neutral bathrooms. CPC supports a staff, teaching artist team, and program participant community that is diverse in race, ethnicity, gender, sexuality, age, and ability, and leadership continuously audits our practices to deepen our inclusion.

ABOUT THE POSITION

The Operations and Resource Coordinator (ORC) has exposure to and operational responsibilities within every aspect of CPC's programs, events, communications, financial and donor processes and marketing initiatives, and will report directly to the ED. The ORC will maintain and grow all critical operational databases and ensure timely scheduling and delivery of key events and materials throughout each year, while providing key live and virtual events and office-operations support.

KEY RESPONSIBILITIES
- Support the Executive Director (ED), Director of Programs (DoP) and Director of Strategy and Innovation (DSI).
- Coordinate and administer development, financial, staff, programs and systems operations.
- Managing the buildout and maintenance of AirTable and LGL databases, GDrive systems, and the website.
- Collaborate with Team and Board members with diligent attention to detail, to ensure accuracy in operational execution.
- Manage weekly intern project meetings; directing and monitoring intern schedules and projects.

ADMINISTRATIVE OPERATIONS - GENERAL
- Support growth and operationalizing across CPC's development, administration, and programmatic work
- Maintain organized records and support incoming and outgoing paperwork and documentation as needed
- Manage general queries from the public received by the organization
- Coordinate and support all programs, live and virtual events and meetings (board, committee, staff) with material, tech and space set-up and tear down
- Coordinate mail pick up, distribution, filing, and send outgoing
- Lead new and ad hoc operations projects including office organization and set up and storage organization

FINANCIAL OPERATIONS & ADMINISTRATION

- Track, file and code all revenue and expenses receipts, update contractor payments and other vendor information
- Coordinate with bookkeeper/accountant to maintain accurate records and timely reporting
- Maintain and continue the buildout of the organization's AirTable financials, and any other financial systems
- Send/receive payment information for programs-related contractors
- Manage accounts payable–tracking/confirming payment schedule and mailing payments as needed
- Manage school purchase orders and invoices across QBO, Drive, and CPS Procurement
- Research/advise on new systems and efficiencies for financial systems as appropriate

DONOR OPERATIONS & ADMINISTRATION

- Develop and maintain knowledge of Little Green Light (donor database) features/settings for constituent records, fundraising, forms, and reports
- Review and process all donor and fundraising information
- Review and enter all information from check donations (generating alerts to other LGL users as needed)
- Customize and schedule donor reports for staff and board
- Manage LGL forms system (used for donations and other internal systems)
- Manage donor communications, including: creating uniform copy and inputting letter into LGL for donor sends

STAFF ADMINISTRATION & RESOURCE COORDINATION

- Support interns via regular check-ins, ensure intern projects are being completed in a timely and appropriate manner
- Manage tech, calendar, and attend all weekly staff meetings and training sessions
- Manage GSuite User and Group administration, WordPress user administration, and DocuSign contract sends
- Maintain Staff files; update and organize contracts and all relevant employment materials for employees and contractors
- Assure rigorous protection of all sensitive/personal information and data through careful and diligent file management
- Support the creation of hiring calls, and maintain an active list of posting locations/contacts
- Post hiring calls and support Directors in scheduling interviews

PROGRAMS ADMINISTRATION & RESOURCE COORDINATION

- Maintain and expand the AirTable programs databases and buildout of AirTable dashboards
- Coordinate special projects for ED, including preparing professional reports and presentations
- Support DoP with coordinating program materials procurement and distribution, teaching artist contracts and invoicing, student poetry blog management, and student assessment process including evaluation materials and intern coordination
- Support DSI with materials and resource coordination including scheduling captioners and ASL interpreters, creating client-facing and internal calendar events, invoicing, and materials procurement and distribution
- Coordinate with all staff to maintain a schedule of site updates

QUALIFICATIONS
Skills and Experience

- Highly organized, self-starter who will through personal and team organization, keep projects on schedule and active
- Self-directed and able to work independently; resourceful, strategic problem-solving ability
- Flexible and adaptable; open to change, learning, and improvement
- Exceptional relationship management and communication skills (written and oral)
- Exceptional organization, time, and resource management skills
- Excellent judgment and creative problem-solving skills
- Thrives in a culture of professional development: gives and receives continuous constructive feedback, creates and participates in a culture of mutual support
- Intellectually curious; seeks to understand, learn, and grow

- Demonstrated alignment with CPC's mission, values, and commitment to diversity, equity, and inclusion.

Technical Proficiencies
- Strong proficiency in database work–experience with AirTable, Excel/GSheets, and LGL are ideal
- Strong proficiency/comfort with website coding and back-end updates
- Experience in accounting coding is preferred; capacity and interest to learn financial processes is required
- Strong proficiency in the Google Suite: GMail, Calendar, Drive (Sheets, Docs, Forms, Slides & folder organization)
- Proficiency in QuickBooks/Intuit is preferred, capacity and interest to learn is required
- Proficiency in Microsoft Word, Constant Contact, and Blogging are preferred
- Proficiency in creative software (Adobe, Canva, iMovie) and data software (Tableau) is a bonus

REPORTING & COMPENSATION
- This is a full time time employee position with bimonthly payroll that reports to the Executive Director
- The starting annual salary for this position is $45,000
- Benefits package includes health, vision, and dental, and unlimited PTO, with guidelines and blackout dates

HOURS & LOCATION
- Work Location: Chicago metro area required.
- Remote/In-Person Hybrid Schedule: CPC staff currently holds one all team in-office day per week (Wednesdays). Other days of the week each team member may choose to work remotely or in the office as preferred. (When ORC duties require office maintenance or storage organization, additional days per week in office may be required.)
- All CPC team members are expected to contribute to the organization's success by participating in fundraising events.
- Hours: Work will *typically* fall in standard business hours, Monday through Friday, 9am - 5pm. Occasional nights and weekends will be required to support events and meetings, including monthly evening reading series and bimonthly evening board meeting.
- Travel: May require occasional travel within the metropolitan area.

HOW TO APPLY
- Send your resume and statement of interest to jobs@poetrycenter.org with the subject line: *[Your Name] Operations and Resource Coordinator Application*
  - Resume/CV: This can take the form of a document or slides. Please submit as a PDF and include your name and "resume" in the file name.
  - Statement of Interest: This can be in the form of a cover letter or video. Please submit as a PDF or video file and include your name and "statement of interest" in the file name.
- Note: applications submitted to external job sites will not be reviewed, applications submitted by email with the above specifications will be reviewed, and all applicants following these guidelines can expect a response. Hiring takes time, please be patient with our response time.