



**MILWAUKEE**  
JEWISH FEDERATION

## **JOB DESCRIPTION**

### **ADMINISTRATIVE COORDINATOR**

**Department:** Business Services

**Reports to:** Chief Operating Officer

**FLSA Status:** Non-exempt

**Work Status:** Full time

#### **About the Organization**

Since 1902, the Milwaukee Jewish Federation has demonstrated the power of collective giving by raising and investing financial resources to make the world a better place. Each year we distribute about \$20 million to Jewish and other nonprofit organizations. Funds come primarily from our \$7 million annual campaign and our \$200 million Jewish Community Foundation. In addition to fundraising, we have several direct service programs like Jewish Museum Milwaukee, which served 30,000 remote visitors this past year, the Nathan and Esther Pelz Holocaust Education Resource Center, which educates about 40,000 students and adults each year, and the Wisconsin Jewish Chronicle, serving the Jewish community across the state. We are committed to the principles of Klal Yisrael (the collective unity of the Jewish people), Tzedakah (the obligation to care for one another) and Tikkun Olam (improving the society in which we live). Learn more about the Milwaukee Jewish Federation [here](#).

#### **Summary/Objective**

1. The Administrative Coordinator **provide daily administrative support for the Chief Operating Officer (COO) who oversees human resources, business services, data management, information technology, security, and management of facilities and properties..**
2. Work on projects, from conception to completion, with a comfort in data, IT and general writing/ editing and office suite. Lastly, work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

#### **Essential Functions**

##### **Chief Operating Officer support responsibilities:**

- Works closely and effectively with the COO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Including:
  - Plans, coordinates, and ensures the COO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the COO's time and office.
  - Researches, prioritizes, and follows up on incoming issues and concerns addressed to the COO, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
  - Works closely and effectively with the COO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts

as a "barometer," having a sense for the issues taking place in the environment and keeping the COO updated.

- Provides a bridge for smooth communication between the COO and internal departments; demonstrating leadership to maintain credibility, trust, and support with senior management staff.
  - Communicates directly, and on behalf of the COO, with Board members, donors, Federation staff, and others, on matters related to programmatic initiatives.
  - Works closely with the CEO Executive Office and Executive Assistance.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters and other tasks that facilitate the COO's ability to effectively lead the company.
  - Provide superior customer service to both internal clients and to lay leaders/ donors/ vendors.
  - Completes a broad variety of administrative tasks; managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents local and travel-related meetings.
  - Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
  - Conduct research, analysis, document inter- and intra-departmental technical and non-technical processes, identifying gaps, pain points, and potential opportunity for better communication, software use, and efficiency between and within departments.

### **Core Support Services:**

In conjunction with each department and program, attend staff meetings with the goal of planning, entering, summarizing, using and reporting on data to best suit the needs of each individual department and staff in order to enhance their ability to perform their mission and keep track of assignments and their completion.

- Business Services
  - Provides administrative support to Business Services CFO through scheduling meetings, communications and summaries to Committees, and document management.
  - Enters Accounts Payable, scans documents and files records as needed in conjunction with the COO's responsibilities and oversight.
  - Summarize committee meetings and send to the CFO committee minutes.
- Data Management
  - In conjunction with the COO's responsibilities and oversight- Define, implement, and document business processes and best practices for data management and system use.
  - Data management process support.
- Security and Facilities
  - Supports Security team in annual grants process, report writing and coordination of payroll and billing regular activities.
  - Support specific projects from a document management and data tracking

- perspective.
  - Be the administrative support to the leadership of the facilities team through CAPEX projects and preventative maintenance, documents management, editing and tracking.
- IT support
  - Coordinates IT support with internal and external resources.
  - Track IT inventory and processes and procedures
- Human Resources
  - Support the services of the HR area including new employee onboarding, HR e-files structure, communicating with employees, B2E, MJFNet, Performance Management and Document tracking, editing and formatting.

**Project Management responsibilities:**

Work closely with the COO and other leaders to provide effective project management success:

- Create and track project plan that includes goals, phases, role descriptions and delegation, budget, and project timeline.
- Quality and timely communication and check-ins with COO.
- Timely meeting of goals, followed by analysis and discussion and understanding of next steps in conjunction with COO.
- Coordinate with COO as necessary project tasks appropriately to the right staff person or vendor, track completion and ongoing agenda oversight.
- Secure that projects are managed, tracked, communicated and analyzed in a similar framework to assure institutional knowledge and adherence to best practices.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Required Experience**

- Bachelor's degree required
- Strong work tenure: five to ten years of experience supporting C-Level Executives, preferably in a non-profit organization
- Experience, passion and interest in internal and external communications, partnership development, and general operations
- Excellent skills in Microsoft Office Products (Outlook, SharePoint, Word, Excel, and Power Point), Zoom, and Adobe Acrobat

**Required Skills/Abilities**

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail

- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

### **Supervisory Responsibility**

This position has no supervisory responsibility- but is representative of the COO in his/ her absence with different stakeholders.

### **Work Environment**

This job operates in a professional office environment with pleasant working conditions, good lighting, ventilation, reasonable quietness, and reasonably regular work hours. This role frequently uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

This is largely a sedentary role; however occasional driving, delivering items and filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. On rare occasions, it may be necessary to lift and/or move up to 15-20 pounds, usually waist high. There will be frequent computer usage which will require arm and hand dexterity as well as all vision abilities to be successful.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required to perform the job. Duties, responsibilities and activities may change at any time with or without notice.