



JOB DESCRIPTION

JOB TITLE: Operations Coordinator (PT)

REPORTS TO: Chief Operations Officer

EFFECTIVE DATE: 6/1/2021

SUMMARY: Provides primary operations support to Principal, with secondary support to Chief Operations Officer (COO), Senior Finance Officer (SFO), and Design Director, and tertiary support to Design Manager and Design Team.

DUTIES AND RESPONSIBILITIES:

- Coordinates Principal's calendar and schedules internal and external appointments, ensuring all parties are informed of and kept abreast of pertinent schedule changes; Exercises considerable judgement and discretion in handling requests for meetings and telephone calls.
- Contributes to central "Forcade" calendar specific to staff meetings and project related appointments.
- Proactively ensures Principal is informed of/well prepared for all meetings/activities with appropriate information and relevant materials.
- Coordinates travel arrangements; completes expense reports and requests purchase orders; ensures that correct account codes are used.
- Coordinates office/staff events, ordering food and supplies as needed.
- Coordinates internal and external meetings including but not limited to preparing and distributing meeting materials, reserving and preparing facilities, and producing related documentation upon conclusion.
- Attends internal and external meetings and other functions as needed.
- Prepares work agreements and project proposals and maintains detailed records and files (paper and electronic) as well as informational portals.
- Participates in marketing and business development activities and initiatives including preparation of communications materials.
- Innovates for complex challenges, builds solutions to meet requirements and implements flawlessly.
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.
- Acts as a liaison between company, clients, and vendors.
- Communicates and collaborates with Design team in support of all in house projects.
- Maintains internal databases, completes ongoing data entry and reconciliation.
- Supports implementation of and adherence to all company policies and procedures. Ensures compliance with federal, state, local, industry, and contractual standards, specifications and best practices.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing; maintains office supplies inventory; keeps common office spaces neat and organized.
- Assists with special projects and performs other duties as assigned.

QUALIFICATIONS:

- Minimum of five years professional experience in design, architecture, construction or related field; design and/or marketing experience preferred.
- Excellent verbal and written communication skills.

- Proficient in Microsoft Office 365 (Excel, Word, Outlook, Teams), Adobe (Acrobat, InDesign) and use of Apple products (iMac, MacBook); Project Management experience a plus.
- Professional appearance and demeanor.
- Highly organized with meticulous attention to detail and accuracy.
- Commitment to excellence and high standards.
- Ability to work on complex projects with general direction and minimal guidance.
- Ability to deal effectively with a diversity of individuals at all organizational levels, friendly and approachable with a strong EQ.
- Good judgement with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Strong problem-solving and analytical skills; able to manage multiple priorities, workflow, and tight deadlines with enthusiasm.
- Ability to work independently and as a member of various teams.
- Open to flexible schedule (before/after regular business hours) in order to support business needs as well as projects in other time zones.
- Access to reliable transportation in order to support work related errands as needed.

COMPETENCIES:

- **Written Communication:** Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Planning/Organizing:** Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Quality:** Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Adaptability:** Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Supports constant agile strategy.
- **Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals and deadlines; Completes tasks on time.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Continually required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Continually required to utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally required to lift/push/carry items up to 50 pounds
- Occasionally exposed to outside weather conditions
- Occasionally required to work on active construction sites with appropriate protective equipment
- Office based position with opportunities to Telework in accordance with policy

ACKNOWLEDGMENT:

I have read and acknowledge receipt of this Job Description and agree to perform the responsibilities as described above. I understand this Job Description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of employees who hold this position. Nothing in this Job Description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee's Signature

Date

Forcade Signature

Date