

OPERATIONS ASSOCIATE

Organization Overview

Research shows that youth sports participation leads to improvements in physical health, educational achievement and emotional well-being. Young people in underserved communities participate in sports at half the rate of their peers living in more resourced communities. Many opportunities to play quality, organized sports with a trained coach simply do not exist in many under resourced communities.

Coaching Corps is dedicated to increasing these opportunities for all kids, regardless of circumstance. We do this by providing afterschool programs with a workforce of volunteer coaches trained in using sports to provide kids with the building blocks for healthy development. Our coach training and support equips coaches with the knowledge and skills they need to coach young people who live in underserved communities and face a unique set of challenges. Coaching Corps currently operates across the country and has an ambitious goal to coach 65,000 kids annually.

Position Overview

Coaching Corps' Operations Department is looking for candidates to fill an entry-level position. The ideal candidate has exceptional customer service skills, an eagle's eye for detail, and knows how to thrive in an ultra-collaborative team environment. Reporting to the Director of Operations, and supporting the Data Manager and the Business Analyst, the Operations Associate will be the linchpin that assists all the sectors within the department (HR, Office Management, Technology) to operate as effectively as possible. In summary, the person in this role will be responsible for both providing fantastic customer service to the Coaching Corps staff and will play a critical role making sure that all the essential activities that occur behind the scenes happen seamlessly.

Key Responsibilities

Human Resources

- Responsible for logistics relating to new employee onboarding, and for streamlining the onboarding process.
- Respond to employee requests and questions with exceptional customer service.
- Maintain employee confidence and protects operations by keeping human resource information confidential.
- Create processes and resources to help staff understand their benefits
- Monitor and report on critical HR metrics such as attrition, headcount, trainings, etc.
- Collaborate with ADP to update employee handbook on a semi-annual basis.
- Maintain employee files and the HR filing system.
- Ensure that organization is compliant with HR and OSHA regulations.
- Assist with the day-to-day efficient operations of the HR department.
- Responsible for research/special projects as needed.

Office Management

- Manage relationships with vendors, service providers, and landlord.
- Maintain office supplies and equipment; obtain vendor quotes, as needed.
- Assist satellite offices and remote staff with their office needs.
- Collaborate with Director of Operations to manage office budget, ensure accurate and timely reporting.
- Provide support during non-executive meetings.
- Additional tasks as determined by Director of Operations.

Technology Support (Training provided. No experience needed.)

- Collaborate with our IT vendor to provide elementary IT support to staff in Oakland office.
- Responsible for new computer onboarding.
- Assist with fundamental database operations.
- Support basic analytic projects as needed.
- Other duties as assigned.

Qualifications

- Proactive, self-motivated problem-solver.
- Excellent time management skills and able to manage multiple projects simultaneously and meet deadlines.
- Demonstrated strong employee customer service ability with excellent interpersonal skills.
- Must be professional, diplomatic and able to serve a variety of constituents with equity, fairness, and tact.
- Ability to maintain confidentiality.
- Knowledge and applied experience with online research and organizing information, facts, and themes.
- Excellent written and verbal communication skills.
- Strong computer skills including MS Office Suite.
- High level of skill and accuracy with figures and filing.
- Previous Human Resources experience preferred.
- Familiarity with Salesforce or a related data management system is a plus.
- Bachelor's degree required.

How to Apply

Please send a PDF of your resume and cover letter to Gladys Garcia, Director of Operations. Direct your email to careers@coachingcorps.org with "Operations Associate" in the subject heading. Extra points if you describe why formatting is important when communicating in written form, or if you share an example of when it would be appropriate to use VLOOKUP.

Coaching Corps is proud of its family-friendly, healthy, and engaging work environment. Coaching Corps offers highly competitive salaries and benefits.

Coaching Corps is an equal opportunity employer that values the diversity of its staff, partners and constituents. Minority candidates are strongly encouraged to apply.