



UFM Operations Coordinator Position Description

The operations coordinator supports UFM's education and outreach programs with course scheduling, management, and facilitation of communications among patrons, staff, and instructors. Duties include office management, participant registration, and assistance with marketing and website maintenance. The person in this position will also provide support services to UFM coordinators and the executive director. Work with the executive director on strategic planning activities. The person in this position is authorized to use independent judgment and discretion regarding registration-related issues pertaining to UFM operations.

The operations coordinator reports to the UFM Community Learning Center executive director.

Education Program Support – 45%

- Arrange for appropriate room set up to accommodate classes scheduled at UFM Community Learning Center.
- Assist program coordinators in scheduling and managing UFM classes and activities at the UFM House, on campus, and other locations.
- Run digital accessibility checks and respond to requests for reasonable accommodations.
- Serve as registrar for UFM courses to include managing participant registrations in the database system.
- Make determinations about customer service requests, including transfers, refunds, and patron complaints.
- Utilize registration database to list all noncredit courses offered at UFM.
- Maintain inventory of course materials and notify program coordinators of inventory needs to ensure all classes have required materials.
- Manage room scheduling for classes both on-site, on-campus locations to include Ahearn 301 and 304 classrooms, and at various community locations utilizing an online calendar system.
- Assist instructors with class equipment and material needs.
- Provide accurate and current registration information and rosters to instructors, including noncredit enrollments in K-State credit courses.
- Process registration income and prepare deposit information for the UFM executive director. Responsible for the security and confidentiality of all receipts, including cash, checks, and credit card information.
- Oversee that participants are contacted with reminders for upcoming classes and notification of class changes or cancellations; send electronic evaluations at conclusion of class. Utilize student employees, when available, to assist with this process.
- Oversee instructor payment process and participant refunds.
- Update and provide regular maintenance and backups for the Student Manager registration system.
- Ensure that all information in Student Manager is accurate and up-to-date.
- Coordinate with Marketing Coordinator and create content for and post on social media accounts.
- Create content for and distribute email updates.

- Update UFM website as needed.

Office Management and Supervision – 20%

- Manage day-to-day operation of the UFM office, serving as first point of contact for the office. Answer phones and direct calls as appropriate. Answer questions and assist callers with information and program or class referrals.
- Supervise student office staff and community service volunteers.
- Maintain office records for office copying and postal supplies providing a monthly report to the executive director.
- Respond to all e-mail and voicemail correspondence for class and general inquiries in a timely manner.
- Set up mail holds and request removal from unwanted mailings.
- Oversee key checkout process and inventory.

Special Project Assistance - 15%

- Assist program coordinators with project activities and reports.
- Serve as the main office contact for community garden signup and issues.
- Generate and organize special project registration reports for the executive director.
- Assist with creating displays and other outreach materials in cooperation with program coordinators for importing into InDesign.
- Export catalog course information from Student Manager software.
- Assist with catalog editing.
- Provide assistance to instructors on writing and editing course descriptions as directed by credit and noncredit coordinators.
- Attend campus and community events and staff UFM exhibits to promote UFM education and outreach programs.
- Participate in registration software training and other relevant training events as assigned.
- Attend all staff meetings.

Assistance to Executive Director - 20%

- Assist executive director in keeping statistics on program participation.
- Assist with scheduling, meeting minutes, and maintaining the director's calendar.
- Assist with editing documents.
- Assist with mailings and other correspondence.
- Provide other support activities for UFM programs as directed by UFM executive director.
- Participate in strategic planning activities.
- Maintain confidentiality of discussions and activities.

Required Qualifications:

- Bachelor's degree in education, marketing, journalism, or related field, or equivalent experience
- One year of relevant experience

Preferred Qualifications:

- Bilingual English/Spanish
- Two (2) – five (5) years of marketing and/or management experience
- Demonstrated customer service experience
- Proven record of managing multiple projects and priorities simultaneously
- Experience working with diverse populations

- Experience with Adobe design software

Knowledge, Skills, and Abilities:

- Excellent oral and written communication skills
- Strong skills in time management, attention to detail, follow-up, and the ability to meet multiple deadlines
- Ability to work with minimum supervision
- Ability to adapt to quickly changing priorities
- Strong interpersonal and teamwork skills
- Demonstrated personal computer proficiency to include operation of Microsoft Office suite programs

Other Requirements:

- Applicants must be currently authorized to work in the United States at the time of employment.

Appointment conditions: Hourly, term, non-exempt 12-month appointment

Inclement weather designation: Non-essential

Salary range: 06A \$14.50-20.00/hour

Benefits: Vacation, sick leave, and local basic health care coverage

To Apply:

To apply, email a cover letter, resume, and three references to aliah@tryufm.org. Screening begins immediately. For more information, call UFM at 785-539-8763