



The
CARE Center

Data & Operations Coordinator

Summary of Position:

The Data & Operations Coordinator supports Programs, Development, Finance, and Operations by managing recurring data entry, database maintenance, reporting, and administrative tasks. This position maintains program and donor databases, compiles data and reports to support organizational leadership and grant reporting requirements, processes and tracks financial transactions, coordinates training and event logistics, and provides operational support to ensure efficient agency-wide functioning. The Data & Operations Coordinator is expected to demonstrate strong organizational skills, sound independent judgment, and the ability to work effectively across multiple departments and systems, while maintaining confidentiality consistent with the sensitive nature of the agency's work. This position reports to the Director of Finance.

Essential Job Functions:

Programs & Compliance Support (approx. 25%)

- Maintain and update program databases; monitor for accuracy and flag discrepancies.

- Assist the Director of Programs with pulling data, conducting compliance reviews, and compiling information for reports and organizational initiatives.

- Coordinate scheduling and registration logistics for Multidisciplinary Team (MDT) partner trainings and related events.

- Provide back-up support for the Guest Experience Coordinator role as needed.

Development Support (approx. 25%)

- Maintain the development/donor database, including data entry and retrieval, to support fundraising and grant-related reporting.

- Prepare donor acknowledgment letters for CEO signature.

- Support scheduling and planning of donor stewardship activities and events.

Finance Support (approx. 25%)

- Process and enter invoices into the organization's Accounts Payable system on a recurring basis.

- Assist with incoming mail processing and distribution.

- Review credit card receipts for completeness and accuracy.

- Track and communicate finance-related due dates affecting other departments.

Operations (approx. 25%)

- Order and track office supplies and other routine purchases.

- Coordinate room setup and breakdown for meetings, trainings, and events.

- Compile board reports submitted by various departments for distribution to board members.

- Provide light facilities coordination to keep the building functional and welcoming for staff, families, and community partners.

General Expectations:

- Ability to manage multiple tasks and shifting priorities across four departments throughout the day.

- Able to meet confidentiality requirements.

- Providing back-up administrative assistance to other departments when necessary.



Awareness of the functions and personnel of agencies that partner with The CARE Center.

Ability to provide excellent customer service to all staff, partners, and guests.

Skills and Abilities:

Strong organizational skills and attention to detail.

Flexibility and adaptation to a fast-paced environment.

Strong verbal and written communication skills.

Ability to work independently and within a team environment to achieve common goals.

Ability to react and adapt to changing situations appropriately.

Excellent time management skills and ability to comfortably multi-task and handle multiple priorities simultaneously.

Good judgement skills.

Communication/people skills; cultural competence.

Proficiency with database systems, spreadsheets, and reporting tools, with the ability to synthesize information from multiple departments into clear and accurate reports.

Demonstrated self-motivation and the ability to identify and complete recurring tasks with minimal day-to-day direction.

Knowledge, and education requirements:

Minimum Requirement: High school diploma or GED required; associate degree preferred.

At least one year of relevant experience with databases, data entry, or reporting; experience with billing, bookkeeping, or nonprofit financial systems (e.g., QuickBooks Online or comparable Accounts Payable systems) is strongly preferred.

Knowledge of Microsoft Office programs (Word, Excel, Outlook) and general office technology.

Must pass nationwide background check.

Working Conditions:

Majority of work will be performed within a climate-controlled office setting with regular exposure to children and families in a waiting room environment.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

The above noted job description is not intended to describe, in detail, the variety of tasks that may be assigned but rather to give the incumbent a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

I acknowledge that this job description serves only as a guideline for the duties required of my position, and that job duties are subject to change, as the organization deems necessary. I understand and accept that these are the responsibilities and requirements of the position.



Employee Signature

Date

Care Center Representative

Date