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Job Description: Operations Coordinator

Position Type: Part-time, exempt (not eligible to receive overtime pay)

Compensation: Commensurate with experience

Location: UPA Office, Washington, DC

Reports to: Executive Director (ED) or someone assigned by ED

To apply for this position, please email your resume and cover letter to employment@upaconnect.org with “Operations Coordinator” in the subject line.

Position Summary

The Operations Coordinator is a member of UPA’s HQ team and will work along with the Executive Assistant and Executive Director to support administrative, finance and HR roles within the D.C. HQ office, and serve as liaison between the HQ and field offices.

Key Responsibilities

Administration

1. Serve as the initial point of contact for telephone and electronic communications and guests at the HQ office.
2. Serve as the initial point of contact with the building management office.
3. Manage the DC office petty cash, tracking all cash expenses in the petty cash log.
4. Serve as the point of contact for all IT related issues in the HQ office and liaise with contracted IT service to correct them.
5. Handle all HQ administrative duties in an efficient and effective way, including responsibilities related to mail correspondence, email correspondence, shipping, parking, office supplies, filing, and external visitors.

Finance

1. Liaise with Finance staff in other offices in the field, keeping Director of Finance informed of all activities.
2. Reconcile UPA HQ credit card transactions monthly, ensuring accuracy and proper documentation. Flag any discrepancies and work with staff to resolve issues.
3. Document all financial transactions in the DC office providing proper documentation and convey to the director of finance or someone assigned in the finance team.
4. Assist external auditors by providing any requested documentation.

Human Resources

1. Develop job advertisements for all open HQ positions and post them on all relevant platforms.
2. Receive all applications for open HQ positions and assist the hiring manager in shortlisting candidates and scheduling interviews.
3. Track all probationary period reviews and yearly performance reviews for HQ staff.
4. Any other tasks as assigned by supervisor.

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Qualifications

1. At least 5 years of employment experience in administration, bookkeeping, or office management.
2. Demonstrated experience using accounting software
3. Fluency in spoken and written Arabic and English.
4. High proficiency in Microsoft Office and computer literacy.
5. Bachelor's degree.
6. Positive professional attitude, self-motivated, and energetic.
7. Strong interpersonal and phone communication skills; customer relations experience would be viewed favorably.
8. Meticulous attention to detail, thoroughness, and experience with data entry required.
9. Strong organizational skills, time management skills, and phone and email etiquette.
10. Knowledge of and interest in the Middle East, specifically Palestinian issues, would be viewed favorably.

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About UPA

UPA empowers Palestinians to improve their lives and communities through socially responsible and sustainable programs in health, education, and community and economic development.

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