



Coordinator of Operations/Executive Assistant

Full Time (Franklin, TN)

Mission

Show Hope's mission is to care for orphans by engaging the Church and reducing the barriers to adoption.

Job Summary

The Executive Assistant/Office Coordinator supports the Executive Director and Executive Leadership to promote Show Hope's mission, vision, core values, and strategic plan. Personal qualities include integrity, credibility, and a willingness to sign Show Hope's [Statement of Faith](#).

The Executive Assistant/Office Coordinator supports the Executive Director and Executive Leadership in the day-to-day operations at Show Hope. This position is responsible for welcoming visitors to Show Hope's office and providing informational tours. Additionally, the Executive Assistant/ Office Coordinator helps with the preparations for board meetings, employee gatherings, and various other meetings.

The Executive Assistant/Office Coordinator supports the Director of Operations and collaborates with other Show Hope staff in the planning of events and employee gatherings, providing food, set-up, and clean-up. This position supports the Director of Operations with event logistics, including but not limited to, Show Hope's Fellowship Weekend, Hope for the Journey Conference, and Care Center Reunions. Additionally, the Executive Assistant/Office Coordinator is responsible for various emails, office supplies, inventory of merchandise, and overall presentation and maintenance of the office.

The Executive Assistant/Office Coordinator supports the Executive Director and Executive Leadership, reporting to the Director of Operations, to serve Show Hope in the following key areas:

Coordinator Responsibilities

- Support Show Hope's mission, vision, core values, and strategic plan, coordinating various tasks pertinent to assigned departments working with the Executive Director, Executive Leadership, and Director of the department.
- Collaborate with department team directed by Director aligned with Executive Director and Leadership teams to promote, coordinate, and implement departmental initiatives.
- Represent department coordinating with other Show Hope departments and staff to support initiatives directly related to the administration or general business of Show Hope.

Key Functions and Responsibilities

Executive Assistant:

- Support Executive Director in day-to-day operations, including meeting weekly to determine priorities and updates.
- Collaborate with Executive Director to manage calendar to include arranging appointments and providing applicable information to maximize appointment success.
- Support Executive Leadership by attending weekly Executive Leadership, Leadership, and other project meetings (as assigned). Responsibilities include managing agendas, collecting information discussed, and formalizing documentation for distribution.
- Respect confidentiality as a participant in all Executive Leadership and Leadership meetings
- Assist the Executive Director with board meetings and board governance, including maintaining all corporate records.
- Provide travel arrangements for Executive Director and Executive Leadership (as needed).
- Prepare and submit, in a timely manner, expense reports on behalf of the Executive Director.
- Support the Executive Director and Executive Leadership with various administration needs to support day-to-day operations.
- Ensure various forms and key meeting documents are up-to-date and accessible.

Office Coordination:

- Welcome visitors to Show Hope's office and provide informational tours.
- Manage phone system to include answering incoming phone calls, returning voicemails when needed
- Manage various emails to include, but not limited to, contact@showhope.org, events@showhope.org, and store@showhope.org.
- Order and manage office supplies, kitchen supplies, and mailroom supplies.
- Manage supplies and maintenance of copy machines, printers, and other office equipment to include handling maintenance and service requests (as needed).
- Ensure presentation of general office space, to include work room, kitchen, conference room(s), storage unit, and common areas.
- Manage conference room(s) scheduling in collaboration with staff.
- Collaborate with staff for general office mailings on an as-needed basis.
- Prepare and submit invoices timely to Finance as needed
- Manage Staff Calendar - keeping up to date annually with holidays, work events, staff meetings etc.
- Support Director of Operations to manage office building maintenance as needed.

Event Support:

- Manage catering and/or reservations for office meetings, board meetings, and employee gatherings.
- Recognize staff birthdays.
- Organize events that honor/recognize office staff.
- Provide food, set-up, clean-up for board, grant, and other meetings (as assigned).
- Assist Executive Team with Christmas party including set-up, decorations, catering, and program.
- Oversee Show Hope Christmas tree set-up and decorations.

- Support Director of Operations, Executive Leadership, and other departments with events (as assigned)

Education and Experience Requirements

- Proven experience as an executive assistant or other relevant administrative support experience
- Bachelor degree preferred
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Demonstrate proactive approaches to problem-solving with strong decision-making capability
- Highly resourceful team player with the ability to also be extremely effective independently
- Demonstrate ability to achieve high-performance goals and meet deadlines in a fast-paced environment
- Polished, professional demeanor and excellent interpersonal skills with staff, vendors, and donors/customers
- Willingness to be available outside of working hours (as needed) to support the Executive Director
- Experience in working in a professional office environment
- Proficiency with Microsoft Office, G-Suite, and virtual meeting applications
- Demonstrated competence or confidence in learning how to navigate and utilize database and project management systems
- Ability to handle confidential information with discretion
- Excellent written and oral communication skills
- Occasional travel as needed
- Valid State Driver's License and ability to use personal vehicle for occasional business purposes