

**Position:** Operations Coordinator  
**Reports to:** Company President  
**Location:** Remote  
**Status:** Part-time, Non-Exempt



**Work Hours:**

20-25 hours per week; hours will be worked during regular business hours of 9am-5pm CT.

**Overview:**

Responsible for monitoring daily team activities to ensure smooth business operations; with company officers' input, oversee team performance and perform related administrative and supervisory duties. Potential for expanded responsibility and work hours over time based on consistent, excellent performance.

**Duties and Responsibilities:**

- Meet with and report to company officers weekly to provide status updates and receive feedback and guidance.
- Serve as liaison between company officers, team members, and vendors/clients.
- Monitor business operations to ensure company requirements are sufficiently met daily.
- Collaborate with company officers to establish goals/objectives for business operations.
- Communicate to company officers the resources necessary to attain agreed upon results (staff, equipment, funds, etc.).
- Monitor existing bookkeeping, project manager, and client service teams and communicate challenges, opportunities, and recommendations to company officers.
- Coordinate incoming work requests and facilitate internal prioritization.
- Monitor team performance, resolve problems through collaboration with company officers, and implement changes as needed.
- Assist with all aspects of human resources such as employee on-boarding, payroll, benefits administration, procedures, personnel issues and maintaining company documents such as a company policy and guidelines.
- Coordinate and manage the completion of special projects as needed.
- Collaborate with officers to set team and organization-wide goals.
- Observe, review, and analyze processes to identify inefficiencies and areas of improvement.
- Schedule appointments and team meetings as needed.
- Collaborate with HQ administrative staff to maintain the office supply inventory and order additional supplies as needed.
- Perform other related duties as assigned.

**Supervisory Responsibilities:**

- Monitor 2-4 team members to assess their workflow and overflow.
- Work with company officers to redistribute overflow.
- Work with company officers to develop an effective team through training, motivation, office staff reviews and identify career advancement opportunities.
- Delegate duties to staff and provide instruction as needed.
- Maintain employee work/vacation schedules to ensure staffing needs are met in accordance with company policy and guidelines.
- Provide guidance and direction to staff to assist in their professional development, including cross-training employees.
- With the guidance of company officers, help resolve employee issues and disputes.

**Skills:**

- Good time management, prioritization, and multitasking abilities
- Excellent interpersonal skills to build strong relationships with colleagues
- Effective communication, including speaking, writing and active listening
- Ability to give and receive feedback and constructive criticism from a variety of channels
- Excellent strategic planning and problem-solving skills
- Methodical analyzation of processes and systems to fully understand their function
- Ability to adapt to shifting work priorities
- Proactive research skills used in seeking out opportunities to advance and improve the organization
- Collaboration and teamwork skills
- Possesses skills or enthusiastic about team motivation, goal setting, and monitoring progress
- Comfortable in a high-pressure environment

**Education/Experience:**

- Bachelor's degree in Business Administration or comparable degree or 2-3 years of business operations experience.
- Project Management and supervisory experience preferred
- Working knowledge of QuickBooks and Paychex Flex is a bonus

**Work Conditions:**

## Physical Demands

- Sitting for extended periods and may involve walking or standing for brief periods.
- Ability to exert up to 30 lbs. of force occasionally and/or a negligible amount of force to carry, push, pull, or otherwise move objects.
- Use of hands and fingers to operate a computer keyboard, mouse, and handling of other office equipment.
- Specific vision abilities required by this job include close vision requirements due to computer work.

**About TREX:**

Technical Registration Experts, Inc (TREX) is a full-service association management company (AMC) located in Chicago, IL, with a satellite office in Denver, providing professional management services to various member organizations. TREX's preferred model is to work with small to medium-sized associations. This niche allows us to offer the high level of personalized attention and outstanding customer service that we value.

**Our Core Values:**

Accountability, Commitment, Support, Inclusiveness, Authenticity, and Excellence.

**Our Position Statement on Diversity:**

Diversity is an integral facet of the global landscape and is a critical component to the success of all professions, including association management companies (AMCs). Diversity in its many dimensions including ethnicity, nationality, race, culture, religion, gender, sexual orientation, socioeconomic background, mental and physical abilities, learning styles, values, and viewpoints enriches the work we do internally, and with our clients. Studies have shown that women and people of color are less likely to apply for jobs if they do not meet every one of the qualifications listed. We are interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the position, and believe you would be the best fit, we encourage you to apply.

We offer competitive compensation, commensurate with experience in a casual but professional work environment. Visit our website at <http://www.trexperts.com> for more information.

**To Apply:**

Please email your resume and cover letter to [hr@trexperts.com](mailto:hr@trexperts.com). No phone calls, please.