

Operations Associate

REPORTS TO: Director of Planning and Membership

DEPARTMENT: Operations

STATUS: Full-Time

COMPENSATION: Salaried

FLSA CATEGORY: Nonexempt

Position Summary

The operations associate serves as a staff member at will of the National Assembly of State Arts Agencies (NASAA). In that capacity, the operations associate supports NASAA's day-to-day office functions including updating the member database, providing administrative support to the operations team, and assisting with conference and meeting logistics. The operations associate also provides administrative and scheduling support to select senior staff.

Essential Duties & Responsibilities

Member Database

- Review and update member rosters for state arts agencies and colleague organizations in the database, including:
 - Updating member contact information along with role histories on an annual and ad hoc basis.
- Contact member agencies to request their staff and council member rosters.
- Inform staff of changes in member status and contact information, particularly related to peer groups.
- Update peer group listservs, email instructions to new listserv members, and cross-check listserv members with the membership database.
- Manage information request data entry for selected staff.

General Administrative Support

- Monitor, route and/or respond to all NASAA mail (physical, email and fax).
- Manage general office correspondence and maintain NASAA's office calendar.
- Provide administrative support to the chief operating officer and director of planning and membership.
- Maintain inventory and supplies.
- Assist with the planning and execution of meetings and events.
- Maintain meeting calendar for other organizations for event planning.

Scheduling Support

- Coordinate appointment calendars for select senior staff.
- Coordinate the scheduling of committee activities for the chief operating officer and director of planning and membership.

Other Duties & Responsibilities

Other Duties/Responsibilities: Other assistance, as designated by the director of planning and membership, to support the overall goals of the department and organization. NASAA retains the right to add or change duties and/or responsibilities at any time.

Supervisory Responsibilities: None.

Budgetary/Fiscal Responsibilities: Purchase office supplies and assist with point-of-sale functions. Act as a good steward of NASAA's resources.

Responsibility for Confidentiality: The nature of this position requires safeguarding against the release of confidential and proprietary information of NASAA.

Contact with Others: This position will interact with staff members across the organization, in addition to members of external organizations.

Work Location: Hybrid. Preference for some regular days in downtown Washington, D.C., office.

Job Requirements/Experience

Education: Two-year degree, or any equivalent combination of education and/or experience.

Experience: Two+ years of experience with a CRM database, general office or administrative functions and basic bookkeeping; experience analyzing data, project management and working in a nonprofit strongly preferred; or any equivalent combination of experience, lived experience and/or special skills.

Knowledge, Skills, and Abilities:

Intermediate computer skills in Microsoft Office Suite are necessary; current knowledge of CRM databases (Salesforce preferred) is necessary.

Organizational skills, written and oral communication skills, attention to detail, and ability to prioritize work and tasks. Requires adaptability to produce and meet deadlines in a fast-paced, multitask and changing environment, and the ability to work as part of a team.

Supports NASAA's commitment to advancing diversity, equity and inclusion.

Schedule Availability: Days with occasional nights and weekends.