



## Operations Support Coordinator:

The Operations Support Coordinator is charged with a wide variety of responsibilities to support the efficient functioning of Alteristic, Inc. This position oversees tasks to completion and report their progress to the Senior Vice President (SVP). The Coordinator manages the SalesForce database, incoming communications and external events logistics. It also provides administrative support and assists in a variety of special projects.



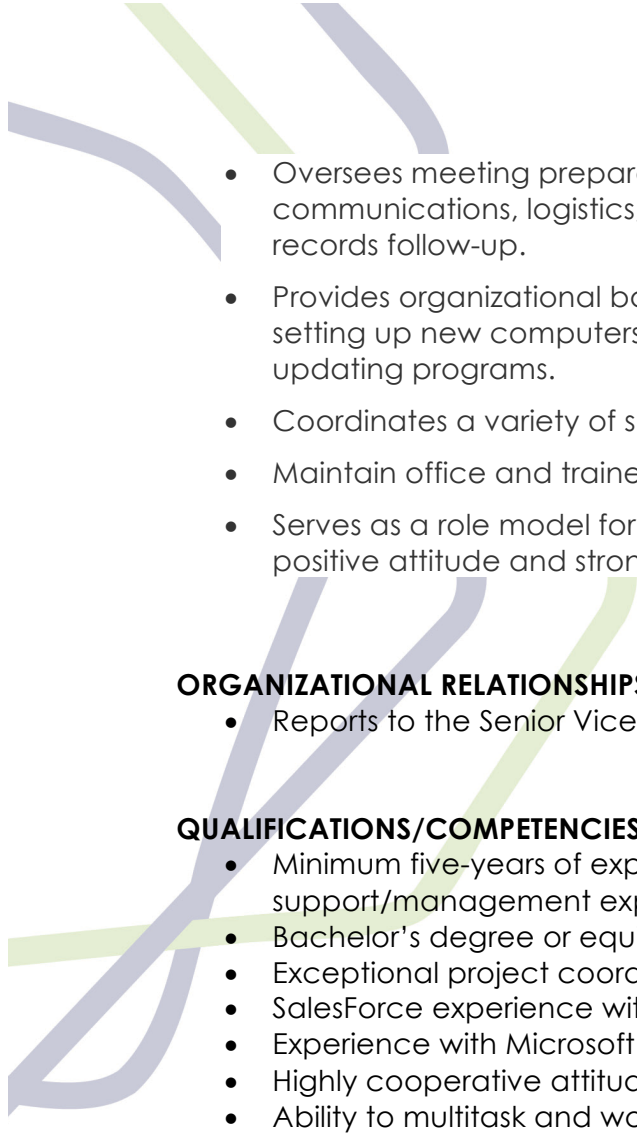
### ESSENTIAL FUNCTIONS:

- Monitors incoming communications and routes them to the appropriate personnel. Handles incoming calls and responds to client inquiries using a professional demeanor and following company procedures. Maintains and promotes a “client first” attitude.
- Independently researches, prioritizes, and follows up on multiple incoming issues and concerns addressed to the SVP; determines appropriate course of action, referral, and/or response.
- Liases with external vendors.
- Works with SVP to maintain Alteristic's SalesForce database, including data entry into CRM - ensuring appropriate tagging and updating all contacts and companies as needed. Regularly performs database de-duping and cleanup procedures. Also assists staff with use of SalesForce database as needed.
- Updates organization website.
- Manages office information flow, i.e., collection, dissemination, storage, retrieval and disposal. Develops appropriate systems for tracking incoming and outgoing correspondence.
- Assists SVP as needed including coordinating input from multiple sources to assist with response. Creates, composes, and edits correspondence and documentation, keeping the SVP apprised of noteworthy redirected correspondence and its disposition.
- Coordinates logistics and planning for Alteristic events including securing sites, negotiating contracts, planning menus, confirming AV and room set-set up, ensuring supplies arrive onsite, and serve as POC for events.



7955 Cameron Brown Court  
Springfield, Virginia 22153  
alteristic.org  
571.319.0354

Strength of hope.  
Power of action.

- 
- Oversees meeting preparation and materials; including packet preparations, communications, logistics, meeting notes, agendas, minutes, and appropriate records follow-up.
  - Provides organizational basic technical assistance including acquiring and setting up new computers and other new equipment and installing and updating programs.
  - Coordinates a variety of special projects.
  - Maintain office and trainer supplies as needed
  - Serves as a role model for other office and administrative staff by maintaining a positive attitude and strong work ethic.

#### **ORGANIZATIONAL RELATIONSHIPS**

- Reports to the Senior Vice President.

#### **QUALIFICATIONS/COMPETENCIES:**

- Minimum five-years of experience in client support, administrative, and/or office support/management experience
- Bachelor's degree or equivalent years of experience
- Exceptional project coordination skills required
- Salesforce experience with emphasis on end user tasks required
- Experience with Microsoft Office Suite Required
- Highly cooperative attitude required
- Ability to multitask and work under deadlines

#### **HOW TO APPLY:**

Interested candidates should submit a resume and letter of interest to [applicants@alteristic.org](mailto:applicants@alteristic.org). Please put **Operations Support Coordinator** in the subject line. Apply as soon as possible as resumes are evaluated and interviews scheduled as applications are received.



7955 Cameron Brown Court  
Springfield, Virginia 22153  
alteristic.org  
571.319.0354

Strength of hope.  
Power of action.

Alteristic values and respects the diverse viewpoints and experiences and individual differences of all people. Alteristic is an equal opportunity employer and encourages all interested job seekers to apply.

---

**ABOUT ALTERISTIC:**

Alteristic is a non-profit organization that tackles societal issues at local, national, and global levels. Alteristic provides comprehensive prevention education, consultation, and training that addresses sexual assault, dating and domestic violence, stalking, harassment, suicide and other issues. Committed to optimizing and activating inherent human good, Alteristic equips and mobilizes communities to create social norms that ensure safety, respect, and the opportunity to thrive for all people. Rigorously evaluated and shown to move the needle, Alteristic was founded on the principles of the widely disseminated Green Dot violence prevention strategy.

Alteristic works with domestic and international communities, educational institutions, government entities, and corporations to amplify the actions of individuals toward transformational social change.



7955 Cameron Brown Court  
Springfield, Virginia 22153  
alteristic.org  
571.319.0354

Strength of hope.  
Power of action.