



**Position: Program Operations Coordinator**

**Location: Miami, FL**

**Job Category: Part-Time (Grant Funded)**

**Program Name: Break The Cycle Summer Program**

**Program Dates: Monday, June 27 - Friday, August 5, 2022**

**Contract Amount: \$22 - \$25 per hour**

**ABOUT BREAKING THE CYCLE:**

Because many of its causes are intimately tied with the youth, Break The Cycle, with the assistance of vital community partners, sought out to help mold the future of Miami-Dade County by pioneering a summer program, Break The Cycle: Improving Lives Building Futures, which is centered around a holistic view and approach to the introduction of the sport of cycling to at-risk youth, while providing a framework for vital life skills and mindfulness techniques, with the goal of “breaking” the catastrophic cycles of gun violence, low graduation rates, high unemployment, and teen pregnancy in the Black community.

**Position Summary:**

We are looking for a master multi-tasker with excellent communication skills and an upbeat attitude. Someone who has an extraordinary level of personal responsibility for shared outcomes. The ideal candidate should be able to assist management and all visitors to the program. They will be able to handle duties such as office tasks, prepping materials, ordering food and supplies, making reservations and travel arrangements, while providing polite and professional assistance via phone, mail, and e-mail. The candidate should bring a helpful and positive presence to the workplace.

Successful candidates should be professional, polite, and attentive while being accurate and thoughtful. They should always be prepared and responsive, willing to meet each day's challenge directly and with a solutions-oriented approach. They also must have excellent verbal and written communication skills and must be proficient in using the computer for general office tasks and programs such as Microsoft Word, Powerpoint, and Excel. Most importantly, the Operations Coordinator should have a genuine desire to meet the needs of others.

## **RESPONSIBILITIES:**

The specific duties and responsibilities of this position include, but are not limited to the following areas:

### **Operations Coordinator Responsibilities:**

- *Site Operations and Office Management*
  - Handling office tasks, such as filing, generating reports and presentations, setting up for meetings/events/activities, and reordering supplies
  - Providing real-time scheduling support by booking appointments, ordering food, coordinating with vendors, and preventing conflicts
  - Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations
  - Screening phone calls and routing callers to the appropriate party
  - Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.
  - Greet and assist visitors
  - Escalates problems to appropriate individuals as conflicts and issues arise
  - Consults with the program director to help them update documents and reports for all day-to-day activities.
  - Maintain polite and professional communication via in-person, phone, email, and mail
  - Anticipate the needs of others in order to ensure their seamless and positive experience
  - Preserve the quality of supplies and materials. Report to Site Supervisor when supplies are needed or missing.
- **Monitoring Progress & Data Collection**
  - Draft reports on using data for program reporting and performance
  - Maintain a system for tracking and collecting attendance, student activity logs, compensation logs, and any additional data required
- *On-going Programmatic Staff Responsibilities*
  - Memorize all emergency procedures and support the enforcement of camp rules
  - Maintain a high level of professionalism with parents, facility personnel, staff, and program partners at all times.
  - Attend onboarding training, morning update meetings, and program orientation
- **Performs other duties as assigned.**

**Operations Coordinator Requirements:**

- Associate's Degree or higher
- 2+ Years of Prior administrative experience (Preferred)
- Problem-solving skills
- Excellent computer and typing skills
- Attention to detail
- Desire to be proactive and create a positive experience for others
- Strong proficiency in using Microsoft Office programs such as Word, Powerpoint, and Excel

**Time Commitment**

- June 2022 - August 2022
- Days: Monday - Friday; End of Program Event on Saturday, August 6, 2022
- Time: 7:00 am - 5:00 pm