



Operations & Admin Specialist Job Description

JOB TITLE: Operations & Admin Specialist

REPORTS TO: Executive Director

STATUS: Part-Time, Non-Exempt (25-29 hours/week)

**Normal hours: Monday-Thursday, 8:30am-3:30pm (flexibility to work up to 29 hours)*

PAY RANGE: \$20.00–\$25.00 per hour, based on experience

PART-TIME BENEFITS INCLUDE: 3% employer SEP IRA contribution, Unlimited sick time, 3 weeks of vacation, 2 personal days, 3 flex holidays, 6 company holidays (Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, Day After Thanksgiving), End-of-Year Office Closure (Dec 24–Jan 1) and 2 company volunteer days.

ORGANIZATION OVERVIEW

Achieve Brown County is a Collective Impact Partnership founded on the belief that our community can accomplish more for young people when we work together rather than independently. Our mission is to use data and rally community to co-create equitable conditions so every young person can thrive. Our vision is a Brown County where cradle-to-career systems are equitable for every young person, regardless of race, income, zip code, or circumstance.

Our small but mighty backbone team is values-driven, equity-centered, collaborative, and committed to continuous improvement. We celebrate learning, encourage courageous conversations, and support one another as we work toward bold outcomes for young people.

Achieve Brown County is a member of [StriveTogether](#), a national network of cradle-to-career partnerships serving more than 14 million students across the country.

POSITION OVERVIEW

The Operations & Admin Specialist is an important part of the backbone team. The individual in this role supports systems, processes, and administrative functions that keep Achieve Brown County running effectively, while also ensuring positive, welcoming experiences for volunteers, partners, collaborators, and community members.

This individual proactively identifies problems and solves them, builds efficiencies, creates and maintains systems, removes administrative tasks from other members of the team, and supports the operational structure that allows Achieve Brown County's mission to flourish.

The role is highly external-facing—welcoming partners, supporting community meetings or convenings, preparing materials, and ensuring everyone who engages with Achieve Brown County feels welcomed, informed, supported, and connected.

The ideal candidate is adaptable and thrives in a dynamic and evolving environment, where each week/month brings both recurring work, interactions with people, and work that changes frequently.

ESSENTIAL DUTIES & RESPONSIBILITIES

Business Operations (20%)

- Provides a welcoming and inclusive first point of contact for community partners or visitors who come to our office, call our main phone number, or attend meetings or convenings.

- Handles business operations to ensure a smooth and efficient back office (mail, deposits, supply inventory & ordering, IT procedures & access, office opening, closing and cleaning procedures, business insurance renewals/audits, vendor relations, etc.).
- Serves as a problem solver for any business office issues.
- Keeps organizational policies, procedures, and documentation organized & up to date.
- Proactively identifies operational challenges and works to implement solutions, SOPs, and process improvements.
- Coordinates and/or owns internal workflows to help the team stay on track with weekly, monthly, and quarterly cycles and deadlines utilizing project management software and tools.
- Maintains agendas, notes, and follow-up tracking for a variety of staff meetings.

Finance, People Operations & HR Support (20%)

- Works with the bookkeeping vendor on financial processes and accurate recordkeeping.
- Manages staff expense reporting, reimbursements, credit card procedures, and tax-exempt compliance.
- Manages vendor relationships and ensures required financial documentation is on file.
- Enters fundraising gifts into our CRM, produces weekly donor acknowledgements and thank you letters, and works to reconcile finance and fundraising data monthly.
- Supports onboarding and offboarding for employees, interns, contractors and volunteers.
- Administers benefits enrollment, changes, and communications with associated vendors.
- Processes payroll and ensures timely and accurate HR-related documentation.
- Supports hiring processes including scheduling screenings and coordinating candidates.
- Identifies opportunities to streamline finance, people operations, and HR workflows.

Partnership Engagement & Meeting Support (20%)

- Supports logistics and event volunteers for Achieve Brown County hosted meetings, workshops, events, and large public convenings that are held onsite or in the community.
- Prepares materials, manages room set-up, and provides hospitality to partners and visitors.
- Supports relationship-building, onboarding, training, stewardship, and appreciation efforts for new and existing partners and volunteers.
- Maintains awareness of partner organizations, roles, and the broader ecosystem of youth-serving stakeholders.

Backbone Team Support (20%)

- Proactively identifies and works to remove administrative tasks from members of the backbone team including the Executive Director, Data Manager, Director of Partnership Advancement and the Communications & Engagement Manager.
- Helps manage scheduling, calendar logistics, and information flow for the Executive Director.
- Supports board and committee meetings and management of the board through scheduling of meetings, preparation of materials, follow-up tracking, coordinating completion of paperwork & processing of new board member applications, etc.
- Other duties and projects assigned by the Executive Director.

Other Duties (20%)

- Participates in staff meetings, budgeting, and strategic planning.
- Contributes to Achieve Brown County's culture of philanthropy and support fund development activities.
- Contributes content to support our storytelling efforts on social media, websites, blogs etc.
- Represents Achieve Brown County at local, state, and national meetings, events, and trainings.
- Supports our mission, vision, and values and abides by standards of conduct, policies, and procedures.
- Stays current on industry trends and participates in professional development opportunities to support growth in leadership skills, role-based skills, and DEI development.
- Performs other duties as assigned.

LIVED & LEARNED EXPERTISE

- Preferred Learned Expertise
 - High school diploma or GED required; additional training, certificates, or degrees welcome.
- Preferred Lived Expertise
 - Lived experience within cradle-to-career systems, including:
 - Personal connections (e.g., parent, youth guardian, youth care provider).
 - Professional connections (e.g., work in youth-serving organizations, education, or young professional organizations).
 - System-level connections (e.g., experience with youth-focused policy advocacy, local government, or collective impact organizations).
 - 3+ years of experience in small office operations, executive support, or roles with transferable skills aligned to this position.

KNOWLEDGE, SKILLS & ABILITIES

- Alignment with the mission, vision, and values of Achieve Brown County, including a commitment to equity and continuous improvement.
- Strong cultural competency and ability to build relationships with diverse stakeholders.
- Excellent customer service; self-awareness; and inclusive communication skills.
- Strong project management and organizational skills; ability to juggle multiple priorities.
- Excellent written, oral, and interpersonal communication skills; strong attention to detail.
- Adaptability and comfort working in a fast-paced, evolving environment.
- Proficiency with Microsoft Office 365 and ability to learn web-based applications and databases.

OTHER JOB REQUIREMENTS

- Ability to pass a criminal background check.
- Valid Wisconsin driver's license, reliable vehicle, and proof of insurance.
- Ability to work weekday office hours (Monday-Thursday between 8:30-3:30) with occasional early morning or early evening hours to support board meetings and events.

WORKING CONDITIONS

Work Environment

Achieve Brown County operates a hybrid work environment for most employees. All employees work onsite for their first 90 days. Then, based on specific roles and employee preferences, individuals work in-office a minimum of 3 days a week and should have the ability to work in-office 5 days a week if business requires it. Employees have a standup desk in the office and are issued a laptop for easy movement between our office, community and home.

Physical Activities

Duties require the ability to sit, stand, walk, talk, listen, operate a computer, drive a vehicle, and lift/move 10+ pounds. At times, the position involves bending, lifting, and extended computer work. Reasonable accommodations may be provided to enable individuals with disabilities to perform essential functions.

EQUAL EMPLOYMENT OPPORTUNITY

Achieve Brown County is an equal opportunity employer that does not unlawfully discriminate against any person on the basis of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve status, National Guard status, or any other protected class.

We believe that diverse backgrounds, talents, and perspectives enhance our organization, and we strive to create an environment where everyone belongs and thrives.

JOB DESCRIPTION ACKNOWLEDGMENT

I acknowledge that I have received, reviewed, and fully understand the job description for the Operations & Admin Specialist. I understand that I am responsible for performing the essential duties described above.

Printed Name: _____

Signature: _____

Date: _____