Position Description

Position Title:	Operations and Human Resources Coordinator
Supervision Received:	Administrative Services Manager
Supervision Given:	None
Position Classification:	Exempt; 100% FTE
Job Purpose:	Coordinates WPHCA's core administrative and operational processes to ensure organizational systems, meetings, HR administration, governance, and executive support are organized, timely, and reliable.

Reasonable Accommodations Statement
Persons occupying this position must be able to perform all essential functions, with or without reasonable accommodation.

Essential Job Functions:

<u>Organizational Operations, Systems, and Events (40%)</u>

- Office and Administrative Operations
    - Serves as a front-line contact by receiving and routing general inquiries, correspondence, visitors, and requests from members, partners, vendors, and the public.
    - Coordinates day-to-day office and administrative operations to support an effective hybrid work environment, including facilities and maintenance, supplies, equipment, vendors, and records.
    - Develops, documents, and maintains procedures, checklists, templates, and shared resources that support consistent organizational operations.
    - Maintains approved organizational and member-facing information, resources, forms, meeting materials, and user access within WPHCA's membership platform and related digital resources.
- Technology and Systems Coordination
    - Serves as the first point of contact for routine staff technology and systems needs, resolving basic issues with office-wide equipment and coordinating more complex requests with WPHCA's external IT vendor.

    - Coordinates user access, equipment, software licenses, technology assignments, maintenance, replacement, return, and setup throughout the employee lifecycle.
    - Maintains accurate technology inventories, documentation, procedures, and user resources, including tracking equipment age, replacement needs, and assigned users.
- Meeting and Event Operations
    - Provides centralized administrative and logistical support for organizational meetings, trainings, conferences, and events, including registration, facilities, technology, materials, catering, travel arrangements, participant communications, on-site or virtual setup, and follow-up documentation.
    - Coordinates operational logistics in partnership with program staff, who retain responsibility for substantive content, learning objectives, faculty or speaker engagement, and participant strategy.

Human Resources Coordination (35%)

- Provides coordination for recruitment, hiring, onboarding, performance management processes, benefits administration, professional development records, and offboarding.
- Maintains accurate and confidential records, templates, position descriptions, policy acknowledgments, training records, and employee information.
- Supports payroll and HR information system processes through data entry, document collection, record maintenance, and quality checks.
- Responds to routine employee requests and supports established HR procedures, escalating policy, compliance, employee relations, or management matters to the Administrative Services Manager.
- Supports implementation of HR procedures and organization-wide staff initiatives while maintaining strict confidentiality and following established administrative controls.

Executive and Governance Coordination (25%)

- Executive Coordination
    - Manages the CEO's calendar and coordinates scheduling, meeting logistics, and selected meeting preparation and follow-up.
    - Supports routine executive administrative needs, including registrations, travel coordination, document preparation, reimbursement documentation, and tracking of key deadlines or outstanding items.
- Board and Governance Coordination
    - Coordinates Board and assigned committee calendars, meeting logistics, participant communications, and preparation and distribution of meeting materials.
    - Prepares draft minutes and maintains governance records, including rosters, terms, approved minutes, policies, resolutions, disclosures, and other official documents.

    - Supports recurring governance activities such as orientation, annual acknowledgments and calendar, evaluations, retreats, and follow-up on Board or committee actions and deadlines.
- Contracts, Approvals, and Signature Coordination
    - Serves as coordinator for contracts, agreements, organizational approvals, and documents requiring authorized signature.
    - Maintains centralized tracking of review and signature requests, including reviewing submitted materials for completeness, proactively following up, coordinating authorized signature workflows, etc.
    - Maintains organized records of fully executed documents and related supporting materials and coordinates distribution to appropriate internal and external parties.
    - Coordinates routine vendor documentation and administrative requirements related to agreements, insurance certificates, tax forms, and similar records, as assigned.

Other Duties as Assigned

WPHCA is a team-based organization. All staff are expected to support the overall efforts of the organization, which includes providing support to one another to achieve our mission.

Job Experience and Skills

- Associate degree in human resources, business administration or a related field or an equivalent combination of education and relevant experience.
- Two or more years of experience in operations, human resources, executive support, office coordination, membership administration, or a related area.
- Must have experience in:
    - Maintaining databases, membership platforms, HR systems, customer relationship management systems, or similar information platforms
    - Operational Coordination: Organizes people, information, systems, and logistics to ensure that work moves forward efficiently. Maintains reliable processes and follows responsibilities through to completion.
- Required Skills
    - Proficient in Microsoft 365 (SharePoint, Outlook, Teams, Excel, PowerPoint)
    - Attention to detail: efficiently allocate cognitive resources to achieve thoroughness and accuracy when accomplishing tasks.
    - Discretion: ability to protect confidential and sensitive information. Applies sound judgment regarding access to and communication of personnel, executive, financial, member, and organizational information.
    - Problem Solving: Identifies operational needs, resolves routine problems independently, and escalates matters requiring additional authority or expertise.

- Communication: Clearly and effectively shares information both orally and in writing. Uses the most appropriate and effective medium for communicating. Adapts and adjusts messages in line with audience experience, role and background. Seeks input and actively listens; checks for understanding of messages.
- Collaboration: Interacts with others in ways that demonstrate collaboration and cooperation. Builds partnerships with others to achieve organizational results. Cultivates, builds and maintains positive relationships across the organization.
- Change Agility: Anticipates and adapts to change. Supports change initiatives by energizing others at all levels and ensuring continued commitment when faced with new initiatives. Demonstrates tolerance and adaptability when dealing with ambiguous situations. Effectively plans for change and deals with setbacks through flexibility and resilience.
- Time management: plans, organizes, and divides time between activities to maximize efficiency, productivity, and results.

Physical & Environmental Requirements:
Sitting, standing, typing, and light lifting. Must work in Madison office at least 1 day per week. Occasional travel to off-site locations in Wisconsin.

Disclaimer:
Wisconsin Primary Health Care Association has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

Wisconsin Primary Health Care Association is an Equal Opportunity Employer and is committed to a policy of equal opportunity for all employees and applicants.