



Position Description

Title: Operations Coordinator (40 hours per week)
Reports to: Director of Finance and Development
Supports: Business and Office Operations
Classification: 40 hours per week, year-round; Hourly position subject to the Fair Labor Standards Act
Location: NH LAKES Headquarters, 17 Chenell Drive, Concord, NH
Updated: May 2025

Job Summary

The **Operations Coordinator** supports the daily administrative, financial, and operational functions of NH LAKES. Key responsibilities include managing accounts payable and receivable, processing payroll, overseeing office systems, and maintaining vendor relationships. The coordinator also provides human resources support, assists with donor communications, and helps maintain a well-organized and efficient office environment. This role is essential in supporting staff and programs that advance NH LAKES' mission to protect and restore the health of New Hampshire's lakes.

Business Office

- Maintain and manage all accounts payable/receivable transactions, controls, and accounting procedures.
- Open and process all incoming mail, including contributions.
- Process daily bank deposits via remote capture and maintain appropriate digital records.
- Prepare bi-weekly payroll for office staff year-round and assist with payroll for seasonal Conservation Program employees.
- Maintain relationship with the third-party payroll company.
- Coordinate time-tracking system management with vendor.

Human Resources

- Assist with employee benefits administration.
- Coordinate onboarding for new year-round and seasonal staff.
- Coordinate offboarding for departing employees.

General Office Operations

- Manage outgoing mail, including online order fulfillment.
- Maintain vendor relationships and coordinate maintenance for office equipment and systems (copiers, postage meters, IT, phones).
- Troubleshoot IT issues and coordinate with IT contractor as needed.
- Track inventory, order supplies, and source cost-effective vendors.
- Oversee cleaning services and ensure common areas remain neat and professional.
- Assist with developing and implementing office procedures and management practices.

- Serve as the hiring and accounting liaison to Lake Host employees and participating partner groups.
- Collaborate with NH LAKES staff on events and special projects.

Fund Development Team Support

- Make donor thank you calls.
- Assist with donor communications and stewardship efforts.

Knowledge, Skills, and Abilities

- Strong customer service orientation and attention to detail.
- Excellent communication skills—written, verbal, email, and phone.
- High proficiency with Microsoft Office and Google Workspace.
- Strong data entry and database management skills.
- Exceptional organizational and time management abilities; comfortable handling multiple priorities.
- Team-oriented, collaborative, and adaptable in a small office setting.
- Proactive and solutions-focused approach to problem-solving.

Minimum Qualifications

- Bachelor's degree or equivalent in operations management, business administration, or related field.
- Minimum of one year in an administrative, operations, or project management role; additional years of experience and nonprofit experience are a plus.
- Experience with QuickBooks Online preferred, or a willingness to learn.
- Valid driver's license and access to reliable transportation.

Compensation & Benefits

- Starting pay range: \$21–\$25/hour, based on experience.
- Paid holidays, vacation, sick time, and parental leave.
- Mileage reimbursement for work-related travel.
- Health and retirement benefits, plus short-term disability, life, and AD&D insurance.
- Stipend for personal cell phone use for work purposes.
- Paid time off for voting.
- Professional development opportunities.
- Dog-friendly office environment.