



Administrative and operations coordinator

Position summary:

The Rochester Downtown Alliance is seeking an administrative and operations coordinator. The ideal candidate is passionate about downtown and is eager to learn about and support all avenues of the RDA's work.

On the administrative side of things, we are seeking a truly organized individual who loves systems, processes, and efficiency. The coordinator will directly support the executive director in calendar management and special projects. In addition, they will be the professional and polished first point of contact for the organization – setting up meetings, answering the general phone, and representing the organization at events. They will manage our physical and digital files, handle basic bookkeeping, maintain our office supplies and orders, on-board new team members, and manage our IT assets. The administrative and operations coordinator will be a flexible, positive, and adaptable member of the team who jumps in to cheerfully assist with events, research projects, and anything else our small but mighty team may need.

This team member will also support our existing grant programs.

RDA's work is constantly evolving, and our projects and priorities can shift quickly. The ideal candidate is an independent problem solver who adapts well to change.

This would be a great entry-level role for someone interested in non-profit management, events, or urban planning or could be a fit for someone returning to the work force. Both full-time and part-time candidates will be considered. The role is expected to require 30 – 40 hours per week.

Primary responsibilities include:

- Executive support
 - Manage the executive director's calendar, including scheduling meetings.
 - Manage the board of directors calendar, book rooms, take minutes.
 - Assist the executive director with research as directed.
 - Ensure that digital files needed by executive director are well organized.



- Office operations and administration
 - Be the first point of contact for the RDA, including answering phones and handling walk-in visitors.
 - Maintain stakeholder database.
 - Manage logistics for scheduled stakeholder outreach events: Downtown Dialogues, business visits, and drop-in coffee hours.
 - Onboard and offboard employees, including software and hardware setup.
 - Open and sort mail.
 - Keep track of credit card receipts and invoices. Work with our bookkeeper to ensure invoices are paid in a timely manner.
 - Own our IT assets and manage our relationship with outside IT support. This includes Zoom Phone, MS Office, and multiple software programs.
 - Maintain physical office files.
 - Order and maintain office supplies.
 - Keep storage areas neat and organized.
 - Plan internal office appreciations and functions: holiday parties, etc.
 - Review best practices from other offices and suggest improvements as we go. We value curiosity and a constant appetite for improvement.

- Grant administration
 - Be first point of contact for RDA's Façade Improvement Grant, Start-Up Event Grant, and other grant programs as they arise.
 - Manage and facilitate grant review committees.
 - Research best practices for grant administration at small organizations.
 - With communications team, post and promote grant opportunities.
 - Collect and file all pre- and post-event documentation from applicants and recipients.
 - Manage grant budgets and payouts with assistance of bookkeeper.
 - Collect data on outcomes and efficacy.
 - Annually summarize data for RDA board of directors and partners.
 - Annually assess each grant program and improve parameters for clarity and relevance.

- Additional duties
 - Support RDA team on major event sites as needed.
 - Support smaller events and programs as requested.



Skills and experience:

- High school diploma. College degree preferred.
- One to three years relevant experience in administration, non-profit management, communications, or related field.
- Demonstrated knowledge of and proficiency in Microsoft Office platforms (Word, PowerPoint, Excel, Outlook).
- Ability to quickly learn new online productivity platforms, including Zoom, PBID, etc.
- Excellent written and verbal communication skills.
- Outstanding attention to detail.
- Ability to work positively with others and thrive in a demanding, fast-paced, and rapidly changing environment.
- Ability to manage multiple tasks that vary in complexity and urgency.
- Self-motivated, empathetic, creative, forward-thinker open to creating new strategies to enhance the Rochester Downtown Alliance and Downtown Rochester.
- Must be able to anticipate communication needs, discern work priorities, and meet deadlines with minimal supervision.
- Be willing to work occasional evenings and weekends as needed.
- Must be able to lift up to 50 pounds.

Job type: Full-time

To apply, send the following to Holly Masek, RDA executive director, at hmasek@downtownrochestermn.com:

- Cover letter
- Resume
- Three professional references



Company overview:

The Rochester Downtown Alliance (RDA) is a Minnesota nonprofit corporation comprised of a broad range of people, including property owners, business leaders, the city of Rochester, and others with a direct stake in enhanced business and economic development in the downtown district. The RDA also interacts closely with the public, including residents and visitors.

The RDA works collaboratively to build a vibrant downtown community and believes that a strong core positively impacts the greater city of Rochester. The RDA brings downtown to life through events, activation, and advocacy. The RDA's values are:

- **We're the Downtown Experts** - Downtown Rochester is our focus. Everything we do, we have Downtown in mind, constantly providing events, programs, and services that meet our vision.
- **Build it Together** - Create and maintain an environment where we are better off collectively than we are individually.
- **Strive for Excellence** - We are dedicated to excellence. Our quest embraces creativity, innovation, and hard work. We pride ourselves on being accessible and approachable to everyone. Our No. 1 priority is the quality of our events, programs, and services.
- **Be Passionate** - We bring passion and a positive attitude to all we do.
- **Have Fun** - We have fun with everything we do.