

# Operations Coordinator Job Description

**UNTOLD+**

Untold is seeking a detail-oriented and process-driven Operations Coordinator to help execute our day-to-day operations from our office in Atlanta, GA. As a key member of our Operations Team, this role reports directly to the Director of Operations and encompasses various responsibilities across administration, finance, and database management.

## AREAS OF RESPONSIBILITY

- + Handle fundamental financial tasks, including donation collection, recording, deposits, issuing receipts, and collaborating with the organization's accountant and external contractors to ensure that Untold remains in compliance and good standing.
- + Maintain the integrity of our donor database in Salesforce by ensuring accurate, up-to-date data through meticulous data entry and generating custom reports.
- + Assist with systems and reports for direct communications with donors and prospects, managing gift acknowledgments, donor stewardship, and reporting.
- + Conduct donor analysis when required to support strategic decision-making.
- + Provide administrative support as necessary, which includes assisting with research, printing, mailing, and filing.
- + Offer general IT support to the team for network access, emails, calendars, printers, and software platforms.
- + Working closely with the Director of Operations, support our internal infrastructure by overseeing and maintaining critical systems like Google Workspace, Salesforce, FundraiseUp, and more, ensuring data cleanliness and adopting a systems-minded approach to optimize efficiency and effectiveness.

## SKILLS + KNOWLEDGE NEEDED

- + Ability to effectively manage multiple priorities with a keen eye for detail while supporting diverse teams.
- + Proficiency in Google Workspace apps, particularly Sheets/Excel, is essential.
- + Prior experience with donor management or CRM systems, preferably Salesforce, is highly preferred.
- + Exceptional written, verbal, and interpersonal communication skills for internal and external correspondence.
- + Strong organizational skills with acute attention to detail.
- + A team-oriented, adaptable individual enthusiastic about the development and success of others.

## COMPENSATION + BENEFITS

- + Full-time employees are entitled to compensation commensurate with experience.
- + Comprehensive benefits package for full-time employees, including a health insurance stipend, paid vacation, holidays, a flexible work environment, parental leave, professional development opportunities, SIMPLE IRA, and more.

**PLEASE EMAIL YOUR RESUME AND COVER LETTER TO ANGIE NOH  
(ANGIE@UNTOLD.ORG)**