



Employee Name

**Mission Outcomes Operations Coordinator
JOB DESCRIPTION**

Department: Mission Outcomes	
Classification: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Salaried <input checked="" type="checkbox"/> Hourly	Weekly Hours: <input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time 20 hours
Reports To: AED Mission Outcomes	

POSITION OVERVIEW
The Mission Outcomes Operations Coordinator provides administrative and operational support to the Mission Outcomes team. This position will triage incoming community requests, help research and identify resources and support for outreach managers who are engaging with clients, input data into Salesforce and pull reports when needed, and support the division in other administrative and operational needs as needed. In addition, the coordinator may participate in direct client contact and community outreach.

ESSENTIAL DUTIES AND RESPONSIBILITIES	
Job Function	Weight Percentage

<p>Client Support</p> <ul style="list-style-type: none"> • Triage all incoming community requests including client services cases, Seizure Smart training requests, and program applications and questions to appropriate Outreach staff. • Respond to simple informational or resource requests from people impacted by epilepsy and community partners. • Research, identify, and maintain a database of resources and support for people impacted by epilepsy. This includes managing an inventory of printed materials. • Additional communication with individual clients as needed. • Input client and other data into Salesforce database. • Create, run, and provide Salesforce reports. • Develop and/or refine systems and processes as needed, in partnership with Mission Outcomes leadership and operations staff. 	<p>50%</p>
<p>Program Support</p> <ul style="list-style-type: none"> • Support larger events to assist in registration and other duties. Examples include Camp Oz, Day at the Capital, and regional and metro walks. • Assist in Camp Oz registration and administrative preparation. • Assist with programmatic and/or event evaluation tasks. 	<p>30%</p>
<p>Administrative Support</p> <ul style="list-style-type: none"> • Coordinate and provide internal meeting support as needed. 	<p>20%</p>

CORE COMPETENCIES

Commitment to Diversity

Eager to work effectively with other employees, partners and participants without discrimination on the basis of race, color, creed, religion, national origin, gender, sexual orientation, disability, age, family composition, marital status or socio-economic status. Committed to opportunities to support cultural diversity in the workplace.

Commitment to Service

Responsive to the needs and requests of EFMN partners and participants. Extends courtesy, friendliness and overall respect to others.

Interpersonal Communication and Teamwork

Listens well and is open to others' perspectives. Develops strong working relationships and values them as critical to effective work.

Dependable

Reports to work promptly as scheduled. Prioritizes work to meet deadlines and consistently follows through on assignments.

Problem Solver

Envisions processes and methods to consistently achieve goals. Determines resources and structures most likely to deliver desired results.

SUPERVISION EXERCISED

none

POSITION REQUIREMENTS

- Associate's degree and one year experience providing administrative or coordinator level support or GED/HS diploma plus 5 years of experience providing administrative or coordinator level support.
- Experience with databases to include data entry and generating reports. Proficient in Microsoft Office and Salesforce.
- Excellent interpersonal, written and oral communication skills.
- Demonstrated ability to work with individuals of varying abilities and from diverse backgrounds.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit and/or stand for up to 8 hour periods at a time. Ability to stand, walk, reach, bend and kneel.
- Ability to reach above and below the shoulders.
- Ability to lift up to 20 pounds frequently and 50 pounds occasionally.
- Ability to look at a computer monitor, utilize a keyboard and mouse or equivalent equipment for up to 8 hours per day.

TRAVEL

Occasional travel to support larger statewide events (2-4 times per year), as well as to Bloomington, MN for in-person all-staff meetings (3-4 times per year).

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties, responsibilities, and requirements for the position.

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship. The above statements are intended to describe the general nature and level of work performed by the staff member assigned to this position. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee’s Signature

Date: _____

Supervisor’s Signature

Date: _____