Job Description
Operations Coordinator

Job Summary
The California Native Plant Society (CNPS) is seeking a full-time Operations Coordinator. This position requires an organized, detail-oriented, and computer-savvy individual to provide a variety of operational support. The Coordinator is a permanent full-time, non-exempt, “at will” position, reporting to the Finance and Operations Director.

The Operations Coordinator (Coordinator) will be responsible for performing multiple administrative functions. They may be responsible for purchasing, mail processing, telecommunications, facility and equipment management, central filing, scheduling and coordinating logistics for special events and/or meetings, and/or reception. They may assist with the recruitment and training of program volunteers, and may coordinate the activities of volunteers. In addition, the Coordinator may perform information systems, human resources, and finance administrative tasks, including processing forms, preparing reports, data analysis, and monitoring budgets. They will use available systems and resources to maintain, track, and research data, and to produce and review reports. They will apply established processes and practices in order to improve effectiveness and to document program procedures for reference by staff. They will coordinate activities with multiple variables, set realistic deadlines and manage the timeline. The Coordinator may handle inquiries about business unit activities and assist in the development of program materials and correspondence. The Coordinator may communicate on behalf of their supervisor with internal and external sources, including staff, donors, vendors, and businesses in order to coordinate arrangements, convey information, and ensure successful execution of program.

Organization Description
Founded in 1965, CNPS is a grassroots and volunteer-based nonprofit organization. CNPS is dedicated to increasing understanding and appreciation of California’s native plants and to conserve them and their natural habitats through scientific study, education, advocacy, horticulture, and land stewardship. CNPS has approximately 10,000 members organized in 35 chapters throughout the state.

Duties and Responsibilities

General Operations (60% of the time)
- Research, develop procedures and provide support on various operations, finance, and development functions, analyze and present data and results in an organized manner;
- Finance responsibility may include purchasing, processing invoices, contracting, and assisting with accounting and budget tracking;
- Identify routine problems and utilize existing resources for resolution, referring difficult questions and problems to supervisor;
- Demonstrate sensitivity in handling confidential information;
- Does not supervise any staff, but may supervise volunteers, interns, or temporary staff;
- Design and maintain a reliable records retention system of both electronic and paper records; and
- Other duties as required.

Chapter Support (20% of the time)
- Serves as chapter support point of contact: responds to requests for general information, facilitates insurance certificate issuance, and refers issues to responsible staff for resolution when appropriate;
- Maintain CNPS chapter volunteer directory and email lists;
- Researches, develops procedures, and maintains chapter resources self-service web portal; and
- Holds periodic meetings with chapter volunteers to identify chapter needs and priorities and train/refresh chapter resources documentation.
Sales (20% of the time)
- Maintain and update online web store;
- Communicate with customers to resolve issues;
- Fulfill sales orders, package and ship products to customers;
- Proofreading and occasional copy writing, as assigned; and
- Manage inventory and storage, including ordering books and annual inventory count.

Minimum Qualifications
- Bachelor’s degree and 3-year experience or equivalent combination;
- Strong oral and written communication skills;
- Advanced expertise in Microsoft Office products, particularly Microsoft Excel;
- Ability to perform accurate data entry with moderate volumes of data;
- Able to work well with people of different backgrounds; and
- Enjoys working with non-profit, grassroots organizations.

Desired Qualifications
- Multi-lingual skills and multi-cultural or cross-cultural experiences are appreciated;
- Experience with online sales software;
- Database skills, including managing and tracking data, and producing reports;
- Excellent customer service skills and focus;
- Experience, coursework, or other training in Accounting; and/or
- Strong organizational skills and attention to detail.

Physical Requirements
This job requires prolonged sitting and use of computer and mouse, as well as some standing and bending. It may require moving and handling boxes of books up to 20 pounds with the assistance of a dolly.

Additional Job Requirements
- This is a 60% telework position, with the Operations Coordinator working remotely. This position may require 40% in-person work at Sacramento midtown location;
- Work schedule is generally eight-hour days Monday to Friday;
- Be willing to occasionally travel, work overtime, and work evenings and weekends as needed; and
- A valid California driver’s license and proof of car insurance are required, provided annually.

Compensation and benefits
Compensation will be based on competence to perform the position duties and responsibilities, within the range of $18-23 per hour. CNPS provides a comprehensive benefits package, paying 100% of employee premiums for health, life, dental, and vision insurance with low cost family coverage options. CNPS offers a 401k retirement plan with up to 6% matching contributions. Annual paid leave benefits include 12 holidays, 12 sick days and generous paid vacation.

Equal Opportunity Policy
CNPS’s policy is to afford equal employment opportunity to all persons. This policy demonstrates CNPS’s commitment to creating a diverse and inclusive environment that values different perspectives and fosters belonging. To better understand the demographic profile of applicants, CNPS requests candidates to fill out the volunteer questionnaire that is part of the application form. Your responses will remain confidential, anonymized, and not shared with the hiring committee.

To Apply
Please submit a resume and cover letter. Review of applications will begin immediately and continue until the position is filled. Click here to apply

CNPS values diversity. Applicants from diverse backgrounds are encouraged to apply.