

District Bridges Operations Assistant Job Description

Organization

District Bridges is a 501(c)(3) nonprofit organization in Washington, DC with a mission to enrich neighborhood vitality by bridging community engagement and economic development opportunities so individuals, businesses, and organizations can thrive together.

Project Summary

Exempt, full-time

The Operations Assistant (OA) is a full-time position, responsible for supporting the administrative and project-based activities of District Bridges.

The OA reports to the Director of Operations (DO) and will work towards fulfilling the organization's mission by executing operational and administrative tasks with excellent attention to detail, accuracy, and follow-through. They will be responsible for planning and execution of logistics for events and meetings, purchasing, central filing, facility management, invoice processing, and reporting/tracking necessary data. They will provide administrative support such as coordination for team meetings, calendar management, and travel planning. They will implement processes and practices in order to improve effectiveness. They will provide guidance to the District Bridges team based on knowledge of policies and procedures. The OA brings both creativity and organizational skills to coordinate and host social staff events and activities, virtually and in-person, to support a strong culture of employee engagement.

Responsibilities

Operations

- Work with the DO to manage the space rentals for the District Bridges office, including processing contracts and invoices, and coordinating day-of needs;
- Maintain the District Bridges office space including managing and ordering office supplies; coordinating cleaning; and managing office refreshments;
- Support the logistics and technology management of District Bridges events, meetings, and culture-building activities, including coordinating regular team meetings;
- Develop surveys and connect with staff to get regular insights on their operational needs and feedback;
- Provide writing and research support for the Strategic Initiatives team;
- Draft clear and concise memoranda, reports, summaries, presentations, and other materials as requested by the Strategic Initiatives team;
- Work collaboratively with staff across District Bridges and develop productive working relationships with internal and external constituencies;
- Manage contact database within Salesforce for internal and external communications;

- Ensure the District Bridges website stays up-to-date (WordPress), and liaise with contractors to support site maintenance;
- Support the DO with developing, planning, and executing all logistics tied to general District Bridges events, including coordinating stakeholders and staff, drafting content and materials, developing agendas, tracking large volumes of information, planning event logistics, managing execution of events, and performing event close-out duties and responsibilities;
- Demonstrate sensitivity in handling confidential information;
- Act independently on assigned tasks and exercise independent judgment based on analysis and experience, referring difficult questions and unusual problems to the DO; and
- Proactively identify tasks and action items that need to be completed to ensure seamless implementation of meetings, events, and initiatives.

Financial Management

- Assist the DO with grant reporting, compiling expense reports and payment justifications for several large government grants;
- Monitor ongoing vendor contracts and relationships, ensuring fulfillment of scope and timely payment; and
- Reconcile monthly credit card expenses, ensuring receipts and supporting documentation are submitted to the accounting team.

Organization

- Participate in annual goal setting and workplanning using EOS (Entrepreneurial Operating System), ensuring that all activities map to the overarching organizational goals and adhere to the District Bridges Strategy Screen;
- Participate in a vertical and horizontal Annual Review Process; and
- Support team members with projects, events, etc. as available.

Skills, Knowledge, and Experience

- High School Diploma or GED required
- Bachelor's degree preferred
- 1-2 years experience in administrative processes, business writing, events/meeting coordination, organizing time, and managing diverse activities to meet deadlines
- Technically proficient, with experience in project management (Asana) and CRM systems (Salesforce) preferred
- Ability to communicate easily, respectfully, and professionally with stakeholders of all ages, ethnicities, and socio-economic backgrounds is required
- A collaborative and cooperative mindset is required

Physical Requirements

This role consistently operates a computer and other office productivity machinery.

Compensation

District Bridges is committed to pay transparency. Salary and Position pay brackets are explained here: <https://www.districtbridges.org/our-team/hiring/> In addition, District Bridges offers a competitive benefits package including:

- 100% medical insurance coverage at the Silver Level and access to dental insurance at a group rate
- Unlimited PTO
- Paid Federal and Local Holidays (16)
- Access to an organization sponsored 401K plan
- Access to commuter benefits
- Professional development opportunities
- Family leave