



OFFICE COORDINATOR

The Office Coordinator has the primary responsibility for providing excellent customer service to customers by answering and routing phone calls and emails to the appropriate staff member. Coordination duties also include, but are not limited to, general office duties, program, and administrative support.

ABOUT MRSC. MRSC is a private nonprofit organization devoted to empowering local governments in Washington State to better serve their communities. We support effective local government through trusted consultation, research, training, and collaboration. We have an outstanding reputation for providing reliable, unbiased, trustworthy advice and information. We answer questions, collaborate with partner organizations, convene stakeholders, and disseminate information on featured practices and emerging issues.

MRSC's TEAM. Our 26-person team includes attorneys, policy and financial experts, local government professionals in planning and public works, communications specialists, program and accounting administrators, and information technology staff. We work on a collaborative basis.

ABOUT ROSTERS:

MRSC Rosters is the only directory that connects businesses with over 500 public agencies in Washington State. Participating agencies contract with our business members for small public works projects, consulting opportunities, and goods and services. This position is responsible for customer service inquiries from our Rosters program.

PRINCIPAL DUTIES

(50%) Roster Program Assistance

- Customer service to businesses and agencies via telephone and email
- Verifies and updates information collected in roster database twice a week

(30%) Office Coordination

- Routing incoming calls and emails to appropriate staff
- Process incoming and outgoing mail
- Logging all incoming checks daily for MRSC and professional associations
- Assist various internal staff with projects such as program provisions, setting up and facilitating internal meeting needs
- Manage inventory and order supplies
- Coordinate with property management for service requests
- Provide general support to the administrative team
- Special projects as assigned

(20%) Training Coordination

- Set up and support online registration and logistics for trainings and webinars

DESIRED QUALIFICATIONS

- Friendly, positive attitude, excellent communication skills and ability to work well with people in all levels of the organization
- Excellent customer service skills
- Experience with Microsoft Office programs
- Exceptional organizational skills and attention to details
- Able to work well independently and as part of a team

- Implement solutions in a timely manner with high quality
- Ability to learn new skills and concepts quickly
- Willing and able to learn new technology tools and programs
- Experience working in an office and/or administrative role a plus

STARTING SALARY. The salary range is \$33,000 to \$47,000, and the starting salary will depend on qualifications and experience. We offer excellent benefits, professional development, and a rewarding work environment. MRSC is an Equal Opportunity Employer. We are always looking to diversify our staff and are committed to the full inclusion of all qualified individuals. As part of this commitment, MRSC will ensure that persons with disabilities are provided reasonable accommodations.

TO APPLY. Please submit a letter of interest and resume to Aimy Enriquez at aenriquez@mrsc.org by 9:00 AM on October 25 for first review.