

Internal Operations Coordinator (IOC)

This position is responsible for long-term planning, strategy, and oversight of the Hub's internal operations and policies. This includes the development, design, and improvement of organization-level and interdepartmental processes and policies of the Hub. This role works in tandem with the Business Development Coordinator (BDC). It may also include situational duties in addressing unique opportunities and issues.

This is a full time, year round position - approximately 20 hours a week for administrative tasks (this amount fluctuates depending on the time of year and needs of the position), with the remainder of the hours worked in either the Front End or Service Departments,. This position qualifies as level 4 of the wage scale. Compensation determined by previous experience.

Individual Responsibilities:

- Maintain, improve policy and processes between departments, coordinators, and committees
 - Refine the authority of departments and Ownership
 - Improve effective communication within the Hub
 - Evaluate and improve decision making policies and practices
 - Provide guidance to staff for the best order of steps to pass a proposal
- Evaluate effectiveness of organizational structure
- Evaluate effectiveness of ownership structure
- Audit Hub processes & policies to establish their alignment with Hub mission, vision, and profitability goals
- Plan, organize and budget staff retreats, if needed

Shared Responsibilities with Business Development Coordinator (BDC):

- Keep Ownership updated on projects they are working on
- Investigate new options for aligning profitability goals with operations and labor budgets
- Build relationships with the co-op community by attending cooperative conferences and establishing ties with the local cooperative community

Collaborate with the Financial Coordinators and the BDC:

- Develop the Hub's annual labor budget and long-term budgets
 - Collect and use feedback from department coordinators
 - Bring to Worker Owners for approval before the end of the year
 - Provide Bookkeeper and BDC context and analysis to numbers when running reports and reviewing data
 - Evaluate for inconsistencies
 - Investigate those inconsistencies
 - Work with others to develop possible solutions (ex. labor budget overage)
 - Monitor industry trends
- Monthly efficiency analysis of labor from the income statement and/or labor reports
- Maintain patronage system & work with Bookkeeper to distribute payments as well as related communication
- Uphold safe code and key policy
- Process payroll
 - Communicate with staff and coordinators around payroll processes

- Enter timesheets and other compensation (PTO, raises, etc) into payroll
- Update wages, health insurance withholdings, advances, equity payments, tax withholdings, etc.
- Update related financial reports to provide the Bookkeeper with labor and payroll information
- Work with Personnel Coordinator to assure that all employee files include required new hire forms (W-4s, new hire wage notices, etc)

Collaborate with the Personnel Coordinator:

- Develop annual training budget
- Troubleshoot internal communication issues
- Hold Personnel Coordinator accountable for handbook maintenance, policy updating, policy execution, & personnel related issues
- Oversee the winter projects process
- Ensure that the Ownership is organizing meetings & carrying out decision-making according to policy
- Encourage further integration of anti-oppression trainings, culture, and practices at The Hub.
 - Assist with the development of policies and programs to attract, retain and promote a diverse workforce for the organization
 - Determine the appropriateness of introducing diversity initiatives and consider the unique needs of the organization
 - Develop training schedules to educate staff on how to recognize, accommodate and appreciate individual differences and how these can be bridged back to assist in meeting mission and operational plans
 - Develop metrics for measuring the effectiveness of cooperative diversity initiatives implemented and prepare quarterly reports for the board on the value of the initiatives
 - Keep current on diversity programs and developments by maintaining contact with others in the field (e.g., professional association and educational groups, and professional development efforts)
 - Outreach with diverse communities surrounding the Hub with the goal to build mutually beneficial relationships with them

Collaborate with all Department Coordinators, Stewards, and Worker Owners:

- Actively provide financial feedback for creating and maintaining labor budgets
- Help troubleshoot complex finance and HR issues
- Support communication between depts that is effective and equitable
- Organize/contract development trainings for Worker Owners

Desired Qualifications

- 5+ years experience in business management or Human Resources
- Excellent interpersonal communication skills
- Leadership experience; ability to give work direction
- Experience in long-term financial planning including labor budgets, and cost-benefit analysis
- Strong organization skills and attention to detail
- Skill in decision making, problem solving, and technology
- Experience managing and facilitating partnership and collaborations

- Excellent time management skills; able to manage multiple demands, prioritize tasks and adjust work schedule accordingly
- Experience with legal contracts and insurance

Time Expectations

- Minimum of 20 administrative hours per week, with additional hours when the job demands it
- Additional shifts will be scheduled with the Front End or Service Department to fulfill full-time hours
- Attend bi-monthly Worker Owner Meetings
- Attend monthly Personnel Meetings
- Attend monthly General Meetings
- Attend other department meetings as necessary

Compensation

- Starting wage between \$15.75 - \$17.25/hr, depending on experience
- PTO plus the flexibility to request additional unpaid time off
- Employee discounts on bike and product purchases
- Paid parental leave available after 1250 hours worked
- Option to apply to become a Worker-Owner after 1000 hours worked, which includes paid health insurance (equivalent to an additional \$2-\$4/hr, depending on plan) and annual patronage dividends