



Executive Operations Coordinator

Position Reports to:	Chief Operating Officer	☐ Exempt ☐ Non-Exempt
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Organization Summary

United Way advances basic needs, education, and financial stability for every person in the community. By bringing together individuals, corporate partners, and nonprofit organizations, United Way provides critical support and creates opportunities that no organization can deliver alone. United Way of Greater Waterbury recognizes that varied experiences and perspectives strengthen our work.

Job Summary

United Way of Greater Waterbury is seeking a highly organized, proactive, and tech-savvy **Executive Operations Coordinator** to provide high-level support to the CEO and COO and help advance key organizational priorities.

This trusted role requires someone who can anticipate needs, manage multiple priorities, create structure, solve problems, and ensure that important work moves forward. The ideal candidate is an excellent communicator, highly organized, comfortable with technology, and committed to follow-through.

Responsibilities

Executive & Organizational Support

- Provide operational and administrative support to the CEO and COO.
- Manage meeting logistics, calendars, agendas, materials, reminders, and follow-up for Executive Team.
- Prepare for executive, donor, board, community, and partner meetings.
- Track commitments, deadlines, action items, and next steps.
- Handle confidential information with professionalism and discretion.

Community & Organizational Coordination

- Support Community Impact teams, councils, strategic initiatives, and special projects.
- Coordinate meetings, including agendas, materials, minutes, action items, and follow-up.
- Ensure staff, volunteers, partners, donors, and community members have the information they need.
- Help create organized, professional, and welcoming meetings and events.

Executive Operations Coordinator

Technology, Data & Systems

- Serve as a resource for Microsoft 365/Office or Google Workspace, including email, calendars, documents, spreadsheets, presentations, and shared drives.
- Use databases, CRM systems, reports, spreadsheets, and organizational information effectively.
- Learn and use **ADNAR** and other organizational systems to research information, maintain records, add notes, and generate reports.
- Organize and maintain digital files, databases, and shared information.
- Identify ways to improve workflows, templates, reporting, and technology to increase efficiency.
- Utilize approved AI along with other tools to support communication, organization, and productivity.

What Success Looks Like

- Leadership is prepared, informed, and well supported.
- Meetings are organized, productive, and followed through.
- Action items and deadlines are clearly tracked and completed.
- Teams and councils have the administrative support they need.
- Information and systems are accurate, organized, and accessible.
- Problems are identified early and addressed proactively.
- United Way is experienced by colleagues, partners, donors, and community members as organized, responsive, and professional.
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Requirements

Qualifications & Skills

- Experience in executive support, operations, project coordination, or organizational administration.
- Exceptional organization, attention to detail, and follow-through.
- Strong technology skills and ability to learn new systems quickly.
- Proficiency with Microsoft 365/Office or Google Workspace; experience with AI and Canva is a plus.
- Experience with databases, CRM systems, spreadsheets, reporting, and digital file management.
- Excellent written and verbal communication skills.
- Ability to manage multiple priorities independently and meet deadlines.
- Strong judgment, discretion, initiative, and problem-solving skills.
- Collaborative, professional, and service-oriented approach.



Executive Operations Coordinator

- Commitment to United Way's mission and the communities we serve.