



FAMILY ELDERCARE

Operations and Systems Coordinator

Job Description

Job title: Operations and Systems Coordinator	Reports to: CEO
Program: Administration	Work Location: Rutherford Main Office
Position Status - Full-time FLSA Classification - Exempt	Salary: \$63,000 Annually

Job Summary:

The Operations and Systems Coordinator supports the day-to-day operational, administrative, programmatic, and systems functions of Family Eldercare. This role is designed to enhance organizational efficiency by integrating executive support, systems coordination, and operational oversight into a single, high-impact position.

This position serves as a key partner to the Executive Team and the Technology & Data Manager, leveraging digital tools, including AI-enabled solutions and digital communication, to streamline workflows, improve communication, and strengthen internal operations.

This role also supports organizational communication efforts, including coordination of digital media and messaging aligned with leadership priorities.

Key Responsibilities: Executive Team Support (Primary Function)

- Support C Suite Executives with administrative duties
- Support CEO with communication workflows using digital tools and AI-enabled solutions
- Coordinate executive, leadership, and departmental meetings, including logistics, preparation, and follow-up
- Take, organize, and distribute meeting minutes for executive and leadership meetings
- Offer governance support to the CEO

Systems & Process Optimization (AI-Enabled)

- Utilize AI and digital tools to streamline administrative, scheduling, and digital communication workflows
- Identify opportunities to automate, standardize, and improve processes across departments
- Support adoption and effective use of organizational systems and tools
- Collaborate across departments to improve workflow efficiency and reduce administrative burden
- Develop and maintain simple documentation and guides for systems and processes

IT & Systems Coordination (In Partnership with Technology & Data Manager)

- Provide first-level technical support to staff, including troubleshooting laptops, phones, and basic system issues
- Set up and configure equipment and system access for new hires (e.g., email, databases such as Apricot)

- Partner with the Technology & Data Manager to support system improvements, implementations, and maintenance, including the utilization of the Apricot database.
- Maintain inventory of equipment and coordinate replacements as needed
- Escalate complex technical issues appropriately while helping reduce workload on IT leadership

Front Office & Coverage Coordination

- Providing supervision to the receptionist.
- Ensure front office functions are maintained through efficient processes and coverage planning
- Support a professional and welcoming office environment for clients, visitors, and staff, ensuring to use a trauma-informed approach.

Education and/or Work Experience Requirements:

- Bachelor's degree preferred, or equivalent combination of education and experience
- 3–5 years of relevant experience in operations, administration, or systems coordination
- Experience working with vulnerable populations required
- Understanding of trauma-informed practices preferred
- Basic to intermediate IT troubleshooting experience required
- Experience with Microsoft Office and organizational systems required
- Experience with database systems (e.g., Apricot), AI automation, and digital media preferred

Working Conditions/Physical Requirements:

- This position operates in office and community environments and may require occasional physical activity and travel
- Ability to work in an office setting with significant amount of time spent on computer
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Ability to lift and carry up to 25 lbs.

Competencies:

- Strong organizational and time management skills
- Ability to manage multiple priorities in a fast-paced environment
- Strong technical aptitude and problem-solving skills
- Systems thinking with a focus on process improvement and efficiency
- Ability to leverage digital tools and AI to improve workflows
- Strong communication and customer service skills
- Ability to work collaboratively across departments
- High level of professionalism and confidentiality
- Trauma-informed and respectful approach in all interactions

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a

copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: