JOB DESCRIPTION

Position Title: Operations Coordinator
Department: Administration
Report To: VP, Membership & Operations
FLSA: Non-Exempt

Job Summary:

The Operations Coordinator provides operational support for the Association for Accessible Medicines to ensure the day-to-day operations of the organization run smoothly. This position will participate in a broad range of office logistics including IT, accounting, and administrative support. The Operations Coordinator will need to work collaboratively across all AAM teams as well as execute activities independently.

AAM operates in a hybrid work environment with staff on-site at AAM’s office two days per week.

Essential Duties and Responsibilities:

- Manage day-to-day operations of the office and provide coverage by greeting guests as they enter the office, managing incoming/outgoing mail and shipments, and maintaining an organized, clean office environment.
- Manage invoice and expense coding through Bill.com and Nexonia. Proactively research information and follow up with staff members when necessary (discrepancies, missing detail, late approvals, etc.). Provide invoice and expense support to the Controller.
- Organize, coordinate, and set-up meetings, including scheduling, coordinating with building security, sending reminders, copying materials, and organizing catering when necessary.
- Provide audio-visual support prior to and during meetings.
- Provide basic IT support to staff (printers, copiers, shared drive). Trouble shoot issues prior to escalating to external IT vendor support.
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- Monitor and respond to inquiries received through info@accessiblemeds.org email account; triage as needed to the appropriate staff member.
- Assist in gathering content for monthly internal e-newsletter.
- Develop and edit power point presentations.
- Collaborate with other departments on the execution of conferences and events logistics.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Exhibits a high degree of personal initiative
- Excellent organizational skills, attention to detail, and time-management
- Strong written and oral communication skills
- Strong Microsoft Office Suite skills, including Excel, Word, and PowerPoint
- Ability to handle confidential matters with professionalism and discretion
- Strong interpersonal skills, a focused listener
- Exhibits a positive attitude and professional demeanor
- Ability to prioritize and manage multiple initiatives simultaneously
- Ability to work in a collaborative environment and accomplish tasks with self-direction and provide exemplary customer service

Education and Experience Requirements:
- Bachelors degree in related field or equivalent combination of education, training, and experience
- 2 years of professional experience, preferred
- Experience working in an association, preferred