
JOB TITLE: Senior Operations Coordinator

REPORTS TO: Employee Development and Engagement Manager

SUPERVISORY RESPONSIBILITY: No

FLSA STATUS: Salary, Exempt

LOCATION: Hybrid with on-site requirement in Nashville, TN

BIGGER AND BETTER TOGETHER

About Us

For over 50 years, Big Brothers Big Sisters of Middle Tennessee has served young people in the Middle TN region. Our work supports our belief that every child has the ability to succeed and thrive in life. Big Brothers Big Sisters makes meaningful, monitored matches between adult volunteers (Bigs) and youth (Littles). Through our commitment to quality, innovation, and the passion we have for our work, we develop and sustain positive, life-changing relationships that have a direct and lasting impact on the lives of our youth and the adults who mentor them.

Our **Mission** is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. As noted by our **Vision**, we are driven by a future in which all youth achieve their full potential.

WHAT DRIVES US

Our mission is fueled by the values that guide our work every day – relationships, ownership, and evolution. We build strong, trusted relationships that allow us to make a greater impact in our community. We take ownership of our commitments, striving for excellence and continuous improvement. We embrace evolution, approaching challenges with curiosity, optimism, and a solutions-focused mindset. Together, these values shape our culture, drive our success, and ensure we deliver on our vision for the youth we serve.

WE PRIORITIZE THE WELL-BEING AND PROFESSIONAL GROWTH OF OUR TEAM

We know teams perform at their highest when they feel supported and that they belong. Each of our team members brings unique perspectives and skills, and we are committed to building a culture where voices are heard, relationships are valued, and everyone has the opportunity to do meaningful work. At Big Brothers Big Sisters of Middle TN, you will be inspired by talented, dedicated colleagues who will inspire you to do *and be* your best. We have created an environment centered on meaningful and supportive connections, where team members are seen and respected not just as employees, but as people.

We are honored to have been selected as one of the **Best Company Groups Best Nonprofit Workplaces** in 2024, 2025, and 2026, as well as being named a **2024 Inclusive Workplace** by the Best Companies Group and COLOR Magazine. We are bigger and better together!

About the Role

Each employee at Big Brothers Big Sisters of Middle Tennessee helps extend the agency's mission in particular ways, as outlined in the position description. The essential functions of the position include, but are not limited to:

About the Role

The Senior Operations Coordinator supports the agency's day-to-day administrative and employee operations, including benefits administration, portions of employee onboarding and offboarding, technology coordination, facilities support, vendor relationships, and office operations. This position independently manages assigned processes, serves as a key resource for employees and vendors, and identifies opportunities to improve the employee and operational experience.

The Senior Operations Coordinator works with leadership to implement agency decisions and priorities, but does not hold primary responsibility for benefits strategy, employment policy, organizational budgets, contract approval, or agency-wide technology planning.

Core Accountabilities

- **Benefits Administration** Coordinate the administration of employee benefit programs, support employee enrollment and education, maintain accurate records, and help ensure benefit offerings are delivered effectively and consistently.
- **Employee Onboarding & Offboarding** Manage the administrative aspects of employee onboarding and offboarding, ensuring employees receive the information, resources, access, and support needed for successful transitions.
- **Technology & Equipment Coordination** Coordinate employee technology needs, equipment management, system access, vendor support, and technology-related administrative processes to support day-to-day operations.
- **Office & Facilities Operations** Support a safe, organized, and efficient workplace environment through the coordination of office operations, facilities needs, supplies, and workplace resources.
- **Vendor & Administrative Coordination** Maintain effective relationships with vendors and service providers, coordinate administrative projects, and ensure operational documentation, records, and processes are maintained accurately.
- **Operational Process Improvement & Employee Support** Serve as a key operational resource for employees, identify opportunities to improve processes and efficiency, and support a positive employee experience through responsive, solution-oriented service.

Day-to-Day:

Benefits Administration

- Administer employee benefit programs, including enrollment, life-event changes, recordkeeping, and employee support.
- Coordinate annual open enrollment and related employee communications.

- Serve as the primary liaison for routine benefits questions and vendor coordination.
- Support benefits renewals by gathering information, participation data, and comparison materials.
- Maintain confidentiality and recommend improvements to benefits processes and communication.

Employee Onboarding & Offboarding

- Coordinate onboarding and offboarding activities, including documentation, system access, equipment, benefits enrollment, and required administrative training.
- Orient employees to office procedures, workplace expectations, technology, benefits, and key agency policies.
- Maintain onboarding and offboarding records, resources, and checklists.
- Partner with Operations team members to ensure a smooth and consistent employee transition experience.

Technology Coordination

- Coordinate employee technology onboarding, offboarding, equipment setup, access management, and support requests.
- Maintain technology inventories, software licensing records, and related documentation.
- Serve as the primary contact for routine communication with external IT vendors.
- Support technology-related projects, renewals, cybersecurity awareness efforts, and process improvements.

Office & Facilities Operations

- Coordinate day-to-day office operations, facilities needs, supplies, equipment, mail, and workspace organization.
- Serve as a primary contact for facilities vendors, maintenance requests, and office service providers.
- Support agency meetings, events, and workplace continuity activities.
- Recommend improvements that enhance operational efficiency and the employee experience.

Vendor & Administrative Coordination

- Coordinate vendor relationships, service needs, renewals, documentation, and invoices.
- Gather information, quotes, and comparisons to support operational decisions.
- Track assigned operational expenses and communicate concerns to leadership.
- Coordinate administrative projects and provide operational support as needed.

Organizational Alignment

- Demonstrate agency values (Relationships, Ownership, Evolution) in your actions, decisions, and interactions
- Assist with agency priorities centered on resource development (relationships, resources, tools)
- Support and attend agency events and initiatives to support the broader BBBSMT mission

Measures of Success

- Benefits enrollments, changes, and open enrollment activities are completed accurately and on time.
- New employees receive a smooth onboarding experience and are equipped with the resources, access, and information needed to be successful.
- Technology, equipment, and access requests are completed accurately and within established timelines.
- Office operations, facilities needs, and vendor services are well organized and responsive to employee needs.
- Operational records, inventories, documentation, and administrative processes remain accurate and up to date.
- Opportunities to improve efficiency, consistency, and the employee experience are identified and implemented appropriately.
- Employees, vendors, and partners receive timely, professional, and solution-oriented support.

This Job May Be for You...

- Strong organization, project coordination, and follow-through.
- Experience coordinating benefits, onboarding, office operations, technology, vendors, or related administrative functions.
- Ability to independently manage recurring processes and deadlines.
- Ability to communicate clearly with employees, leadership, and external vendors.
- Ability to gather information, compare options, and prepare recommendations.
- Sound judgment and the ability to recognize when an issue should be elevated.
- Strong attention to accuracy, confidentiality, and documentation.
- Ability to improve processes while working within established policies and decision-making authority.
- Working knowledge of Microsoft 365 and common administrative and employee systems.
- Commitment to BBBSMT's mission and values of relationships, ownership, and evolution

Qualifications

Bachelor's degree in Business Administration, Human Resources, Nonprofit Management, or a related field preferred. Three years of experience in operations, human resources administration, office management, benefits administration, or a related area required. Experience supporting at least two of the following functions preferred: employee benefits, onboarding and offboarding, technology and equipment coordination, office or facilities operations, vendor coordination, or administrative projects.

Work Environment & Requirements

- Hybrid work model with 4 days in office (primarily Monday – Thursday with flexibility if needed)
- Ability to perform the physical requirements of the position, including occasionally lifting and moving office supplies, technology equipment, and other workplace materials weighing up to 25 pounds.

Additional Information

Benefits

Because we hire the best people and value our staff, Big Brothers Big Sisters of Middle TN works hard to provide competitive benefits to our team. Our comprehensive benefits package, which helps to support a healthy work/life balance, includes:

- 20 days of paid time off
- 16 paid holidays, including the week between Christmas and New Years
- Health Care Plan (Medical, Dental & Vision) – a generous portion is paid by BBBSMT
- Company Paid Text Care Concierge Medicine, providing our team and family members free 24/7 text communication and care with medical providers
- Parental Leave Benefits
- Domestic Partner Benefits
- Company Paid Life Insurance
- Company Paid Short and Long Term Disability
- Employee Assistance Program
- Immediate enrollment in our 403B - We match 50% of employee contributions up to 6%, and staff are vested after 12 months of employment
- Training & development programs
- Opportunities for advancement- we promote from within!
- Monthly cell phone stipend
- Flexible work schedule with a hybrid work environment with 3 days on-site (schools, community, office, external meeting space)
- Professional resume, LinkedIn profile, and headshot

Americans with Disabilities Act

We are committed to creating an accessible and inclusive workplace. Consistent with the ADA, we provide reasonable accommodations for individuals with disabilities. If you require accommodations to perform the responsibilities of this role, we encourage you to let us know so we can ensure you have what you need to succeed.

Job Responsibilities

The above statements reflect the general duties, responsibilities, and competencies necessary to perform the job's essential duties and responsibilities. They should not be regarded as a detailed description of all the work requirements of the position. BBBSMT may change the specific job duties with or without prior notice based on the organization's needs.

To see more of the impact we are making: <http://www.mentorakid.org>



If this sounds like the position and organization for you, please submit a cover letter and resume to careers@mentorakid.org with “Your Name – Senior Operations Coordinator” in the subject line.

No phone calls, please. Applicants selected for an interview will be contacted.

BBBSMT is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state, or federal laws.