



North American Bison Discovery Center

Executive Support & Operations Coordinator

Overview

The Executive Support & Operations Coordinator serves as the primary driver of operational structure and execution within our growing nonprofit organization. This is a full-time, in-person position reporting to the Executive Director (Monday–Friday, 8:00 a.m.–5:00 p.m.).

As our organization continues to expand, we are formalizing internal systems to support sustainable scale and long-term impact. In a small team environment, this role is both strategic and hands-on. The Coordinator will design systems and personally execute key operational tasks within those systems. There is not a large administrative team — ownership, follow-through, sound judgment, and comfort operating independently are essential.

This position is ideal for someone who enjoys transforming complexity into clarity, building visible systems, and creating predictable rhythms that allow leadership and staff to thrive.

What Success Looks Like in 6 Months

- A functioning master priority dashboard is in place and actively used
- Leadership calendars reflect protected deep work and strategic focus time
- Meetings consistently result in documented action steps and accountability
- Staff communication is streamlined and clear
- Vendor ordering and documentation processes are consistent and organized
- Fewer urgent disruptions and stronger follow-through across the team
- Predictable daily and weekly operational rhythms are established

Primary Focus: Executive Support & Operational Structure

- Build and maintain a centralized priority dashboard tracking projects, deadlines, and accountability
- Convert meetings and discussions into clear written action steps with ownership and due dates
- Manage and optimize the Executive Director’s calendar to protect strategic focus time
- Review meeting notes and extract clear tasks and follow-through items
- Track commitments and ensure execution across leadership
- Establish consistent daily and weekly planning rhythms
- Maintain visible systems that support clarity, alignment, and consistent execution
- Confidently and respectfully hold leadership accountable to agreed priorities

Secondary Focus: Office & Process Coordination

- Improve and document repeatable office processes

- Develop templates for recurring communication and workflows
- Maintain shared calendars and digital project systems
- Coordinate vendor communication, purchasing, and documentation
- Track store orders and maintain vendor records
- Oversee incoming physical and digital mail, ensuring critical items are routed, documented, and acted upon in a timely manner
- Ensure operational documentation is organized, accessible, and scalable

Qualifications

- 2–5+ years of experience in executive support, operations, or office coordination
- Strong written communication skills
- High level of organization and follow-through
- Experience managing calendars and digital task systems
- Comfortable working independently in a small organization where initiative and sound judgment are required
- Professional discretion and emotional maturity
- Process-oriented thinker who enjoys building systems
- Ability to set boundaries and communicate clearly in a collaborative, respectful manner

Experience in nonprofit or small organizations preferred.

Compensation & Growth

Salary range: \$45,000 – \$55,000 annually, depending on experience

6-month performance review.

As systems strengthen and the organization grows, this role may expand into increased operational leadership responsibility, with a potential future pathway toward a Director of Operations position.