

# Operations & Partner Experience Coordinator

*Reports to: Chief Executive Officer (CEO)*

Classification: Full-Time | Location: Abilene, KS | FLSA Status: Non-Exempt

## Position Overview

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The Operations & Partner Experience Coordinator serves as the administrative backbone and member-facing hub of Driving Dickinson County (DDC). This is a hybrid role that blends office operations, executive support, membership account management, and marketing coordination. The ideal candidate is a highly organized, tech-savvy professional who takes initiative, communicates clearly, and cares about the communities we serve across Dickinson County.

This person will be an essential partner to both the CEO and the Events & Marketing Director — keeping operations running smoothly, investors well-served, and events well-coordinated.

## Primary Responsibilities

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### Office Management & Daily Operations

- Oversee daily office functions to maintain a professional, organized work environment
- Manage incoming and outgoing communications — mail, phone, and shared email inboxes
- Maintain office supplies, equipment, and vendor relationships
- Coordinate facility maintenance and technology support as needed
- Develop and maintain organizational systems for filing, records, and data management
- Monitor office budget, invoices, and expense reporting in coordination with the CEO and Accountant
- Ensure compliance with administrative policies and procedures

### Executive Support to the CEO

- Manage CEO's calendar, schedule appointments, and coordinate executive meetings
- Draft, proofread, and edit correspondence, reports, and presentations on behalf of the CEO
- Prepare agendas, meeting materials, and minutes for board and committee meetings
- Serve as administrative liaison to the Board of Directors
- Act as a communication bridge between the CEO and staff, partners, investors, and community stakeholders
- Coordinate travel arrangements and public appearance logistics
- Manage and maintain confidential files and sensitive organizational information

### Partnership Account Management

This is a critical function of the role. DDC serves 94+ member businesses across nine communities. You are the first line of awareness for membership health.

- Manage member records in GrowthZone (DDC's membership platform)
- Track Investor/Partner status by tier — Classic Partner, Cruiser, Roadster, Cadillac, Silver Investor, Gold Investor, and others

- Monitor Partnership renewals and follow up on past-due or lapsed accounts
- Flag member issues or tier changes to the Events & Marketing Director in a timely manner
- Assist with onboarding of new members — coordinate welcome packet distribution and ensure records are complete
- Help maintain accurate contact databases and mailing lists in GrowthZone and Outlook
- Support member data accuracy for newsletters, event invites, and annual reporting

### **Event & Program Coordination Support**

DDC hosts several events per year. This role provides critical coordination and logistics support so events run smoothly.

- Enter all DDC events into GrowthZone — Morning Drive, Business After Hours, Ribbon Cuttings, Annual Gala, and others
- Send event calendar invites via Outlook to attendees, hosts, and relevant stakeholders
- Assist with event logistics, including catering coordination, room setup, supply prep, and vendor communication
- Assist with supply transport and event setup for off-site DDC events — mileage reimbursement provided
- Assist with post-event follow-up — attendance tracking, thank-you outreach, and data entry
- Support ribbon cutting coordination — logistics, invitations, and communications

### **Marketing & Communications Coordination**

This role supports the Events & Marketing Director with execution tasks — not strategy.

- Download finalized design files from Canva and route to appropriate vendor or distribution channels
- Make simple, template-based edits in Canva (text swaps, date updates, name changes) — training provided
- Assist with newsletter build-out in GrowthZone, including assembling content blocks and scheduling — training provided
- Proofread all outgoing communications, marketing materials, event invites, and member correspondence
- Assist with social media coordination — scheduling approved posts, pulling photos, and basic content support
- Support website updates and content coordination as directed

### **Financial & Administrative Support**

- Assist with accounts payable and receivable in partnership with the accounting firm and CEO
- Process deposits, reimbursements, and vendor payments in coordination with accounting
- Track event-related expenses and compile reports as requested
- Support annual audit preparation and reporting as directed by the CEO

## Qualifications

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### Required

- Associate degree in Business Administration, Communications, Office Management, or related field — or equivalent work experience
- 2+ years of experience in office management, administrative coordination, or member/client services
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Strong written and verbal communication skills with excellent proofreading ability
- Detail-oriented and highly organized with strong time management skills
- Reliable transportation and valid Kansas driver's license
- Comfortable working independently and managing multiple priorities in a small-team environment
- Positive and can-do attitude

### Preferred

- Experience in nonprofit, chamber of commerce, or economic development settings
- Familiarity with CRM or membership management platforms (GrowthZone experience is a plus)
- Experience with Canva or willingness to learn for template-based design tasks
- Working knowledge of social media platforms for business use

### Mindset & Character Requirements

We are a small, high-energy team. The right person for this role will have:

- Willingness to use AI tools (ChatGPT, Claude, etc.) for efficiency — paired with the critical thinking to verify accuracy
- A learn-it-forward attitude — we will train on GrowthZone, Canva, and internal systems, but you must be tech-savvy and motivated to learn
- High personal integrity and ability to maintain confidentiality around investor, member, and organizational information
- A customer-service mindset — members and community partners should always feel welcomed and valued
- Comfort with a variable schedule — some early mornings or occasional evening events are part of this role

### Compensation & Benefits

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- Competitive hourly wage — \$19 and up per hour based on qualifications and experience
- Blue Cross Blue Shield health insurance — the company pays the full employee premium and 50% of the dependent premiums.
- Dental and vision insurance
- Retirement plan with 3% employer match
- Monthly phone stipend — \$50 per month
- 14 paid holidays per year
- 10 days of paid vacation leave
- Mileage reimbursement for approved event travel

- Professional development opportunities
- Positive, mission-driven work environment in the heart of Dickinson County

## About Driving Dickinson County

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Driving Dickinson County (DDC) — operating as the Dickinson County Economic Development Corporation (DKEDC) — is a county-wide organization dedicated to advancing business growth, supporting entrepreneurs, and enhancing community vitality across nine communities along the I-70 corridor in Dickinson County, Kansas. Guided by the vision of Driving Dickinson County Forward, DDC partners with cities, investors, and community members to create opportunities that fuel progress and prosperity.

**Two Lanes. One Direction.**

## Physical Requirements

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The following physical requirements are representative of those that must be met to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Primarily office-based work environment; majority of time spent seated at a desk
- Prolonged periods of sitting and working at a computer (keyboard, mouse, monitor)
- Frequent use of hands for typing, filing, and handling documents
- Ability to occasionally lift and carry up to 30 pounds — required for event supply transport and setup
- Ability to stand, walk, and move throughout event venues for extended periods during DDC events
- Occasional bending, reaching, and light physical activity related to office and event logistics
- Valid driver's license and reliable personal transportation required for approved event travel within Dickinson County — mileage reimbursement provided

*The undersigned certify that this Position Description has been reviewed and is understood.*

CEO Signature	Employee Signature
Date: _____	Date: _____