

Human Resources and Operations Coordinator

NewEdge – Richland, WA

Job description

POSITION SUMMARY:

The Operations and HR coordinator's primary role is to oversee and manage the operations and human resources needs of NewEdge. This position oversees all Human Resources, Business Development, quality assurance and quality control practices, customer satisfaction measurement processes, resourcing of projects, and data management processes, as well as day-to-day office management. The coordinator will work with the CEO and other team members to continue to improve the organization by formulating improved processes, policies and procedures which guide the organization in maintaining and improving its competitive positions and the profitability of the organization. The coordinator must direct staff activities so that billable and non-billable projects are on schedule and within quality standards and cost objectives. The Operations and HR Coordinator will be heavily involved in improving business operations across all aspects of the company with the exception of finance and accounting. This position will be assisting to improve and implement new systems that will create significant efficiencies and quality within NewEdge.

SCOPE OF RESPONSIBILITIES (Include but not limited to):

Oversee the Operations, Human Resources, Business Development, Quality Assurance / Control, and Data Management functions of the organization.

- **Projects management oversight:** Works with project coordinators and teams to ensure that quality assurance and quality control processes are fulfilled both to the letter and spirit of the procedures.
- **General Operations:** Ensures that people are working on the projects to which they are assigned and producing the needed outputs.
- **Human Resources:** Addresses concerns, assists with evaluations, assesses benefits as needed, maintains employee handbook, ensures NewEdge fulfills state and federal requirements, assists with on-boarding and off-boarding, documents concerns, and facilitates the right dialogues. Hires, trains, develops, and appraises staff effectively. Takes corrective action as necessary on a timely basis and in accordance with company policy. Implementation of company policies for vacation, sick leave, disability, and social responsibility time.
- **Metrics:** Set and manage targets for projects, individuals and business development.
- **Project resourcing:** Assist in resourcing projects and ensure resources are appropriately and productively used.
- **Culture Building:** Works with team members to create and maintain a positive, energetic culture and a culture of continuous improvement. Drive best standards in professionalism, including how meetings are run, individuals' behaviors, communications. Coach people where professionalism requires improvement.

- **Business Development oversight:** Collect and maintain business development metrics. Assess, with Finance director, whether targets are being hit. Work with team members to drive the right behaviors in order to hit metrics.
- **Data Management:** NewEdge has an IT consultant. The Operations and HR coordinator will be responsible for ensuring that people manage data and files according to best practice. As needed the coordinator will work with the IT consultant on budgeting any new equipment purchases.
- **Partners with Finance Director:** Partner with Finance Director to improve processes and ensure timely capture of information for business development and staff metrics. Assists with the management of cost-effective operations. Helps to control expenses through best practices.
- **Contracts support:** Work with CEO and project coordinators to help in finalizing contract language with clients. Assist in customer contract approvals and negotiations. Assure client project contracts are up to date and NewEdge adheres to contract terms.
- **Policy Development and Implementation:** Provide policy, leadership, and direction to teams; ensures that all plans and systems are exercised regularly, and that the exercises are evaluated and result in performance improvement.
- **Office management:** Sensitive to office dynamics. Intuitive regarding issues. Addresses concerns promptly re: productivity, professionalism, quality and ethical concerns. Facilities management is NOT part of the job but the Operations and HR coordinator may be required to fill in when others are out.
- **Lead by example:** Exhibit leadership in management and communication standards and practices.
- **Other Duties:** Performs other related duties as necessary or assigned.

ESSENTIAL POSITION REQUIREMENTS:

EDUCATION: Bachelor's Degree required; Business Degree preferred or an equivalent combination of education and professional level experience.

EXPERIENCE: 5 or more years of experience in managing operational functions in a small to medium size company. Familiarity with policies and procedures related to Finance, IT, and HR. Candidate must have experience working with project teams.

SKILLS/ABILITIES:

Proficient knowledge in Human Resource management.

Proficient knowledge in Operations.

Working knowledge of Accounting and IT functions.

High level analytical and decision-making abilities.

Relationship management and interpersonal skills.

Communication, influencing and negotiating skills.

Policy development and implementation.

Must be detail oriented and organized.

Change management – able to work with multiple types of people and firmly yet collaboratively effect change.

Coaching and people management.

PC literate with PPT, Excel, Word, Outlook, and Internet.

WORKING CONDITIONS:

The Operations and HR coordinator will work in the NewEdge office during all hours of work. Office management requires that all hours are spent in the office and aware of office activities.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This role requires that the employee be able to spend time standing and sitting, moving around the office freely, moving in and out of the project rooms, writing on wall boards, and occasionally lifting and moving objects up to 25 pounds.

APPEARANCE/PERSONALITY:

Professional, upbeat, energetic, takes initiative, dependable, takes pride in work.

NEWEDGE CULTURE + TEAM:

The corporate culture at NewEdge embraces change and how best to capitalize on it. Our success is driven by the quality of our individual and collective thinking and how our teams collaborate to create innovative outcomes and methods. The culture is supportive, creative, open and dynamic.

SUPERVISION GIVEN:

Timely

SUPERVISION RECEIVED:

Reports directly to CEO.

TRAVEL:

None required.

APPLY: Send your resume and cover letter to: info@new-edge.com

About the Company:

NewEdge is the Opportunity Company! We deliver growth to our clients by focusing on the broader opportunity, rather than individual ideas. We both landscape and deliver on opportunities, drawing on our combined backgrounds in business strategy, market insight, and award-winning design. Corporations have seen our results in the boardroom as we have helped them form new, opportunity-driven visions for growth. Consumers have seen our results in the marketplace in successful new products. We deliver end-to-end results and help grow companies through Opportunity Thinking. We use discovery and delivery tools in collaborative engagements, connecting clients with our ecosystem, driving open innovation, and training others to enable the organization.