



Administrative Coordinator

“We never believed it was acceptable for Tennessee to be ranked in the bottom five to 10 states in the country in education. And we don’t believe today that we should be below the national average. But what we have seen is that change is possible. Our students can grow. It’s happening in Tennessee, and it can happen all across our nation.”

--Governor Bill Haslam, November 9, 2013

INTRODUCTION

In recent years, Tennessee has made significant progress in advancing a bold education reform plan and is a leader in the nation in efforts to dramatically improve student achievement. Since 2011, according to the National Assessment of Educational Progress (NAEP)—also known as the Nation’s Report Card—Tennessee has been among the states making the most progress in improving student achievement. While Tennessee has made significant gains, our students do not yet rank in the top half of the nation. Since 2009, the State Collaborative on Reforming Education (SCORE) has played a critical role in advancing student achievement and works to drive collaboration across the state on policy and practice to ensure all students graduate high school prepared for postsecondary education and the workforce.

SCORE is an independent, non-profit, and non-partisan organization founded by former U.S. Senate Majority Leader Bill Frist and is dedicated to the goal that every student in Tennessee graduates from high school prepared for postsecondary education and the work force. SCORE supports student success in public schools across Tennessee by insisting on high expectations for what students can achieve, empowering people to lead the change for our students, and fostering a culture of innovation.

SCORE is based at Vanderbilt University’s John Seigenthaler Center. For more information on SCORE, please visit www.tnscore.org.

OVERVIEW OF THE POSITION

SCORE’s Administrative Coordinator will ensure the smooth functioning of the SCORE office in support of the organization’s priorities to improve student achievement in Tennessee. Reporting directly to the Vice President of Finance and Operations, the Administrative Coordinator will be responsible for managing or supporting day-to-day internal business operations, including IT and HR.

KEY RESPONSIBILITIES

Office Management

- Answer incoming calls and direct them to team members efficiently
- Greet guests and visitors ensuring they feel welcome and situated prior to meetings
- Manage office supply orders and ensure the supply closet is organized in a manner that supports the work of the organization
- Book all travel for team members and, as needed, for external partners

- Monitor organizational materials on hand and, in partnership with the communications team, reorder as needed
- Manage the organization's global contact list, including identifying and operationalizing any database-related needs, and support executing mailings and event invitations as needed
- Manage relationships with vendors, including off-site storage facility, UPS/FedEx, copier supplier, and insurance provider
- Support the organization's relationship with the John Seigenthaler Center as it relates to day-to-day office management, including recycling, office temperature, and building maintenance
- Manage the common spaces, including conference rooms and kitchen
- In partnership with the Staff Accountant, ensure all purchases are tracked and receipts are maintained

HR

- Lead the organization's experience team, including planning birthday and life event celebrations, calendaring and executing team building activities, suggesting and organizing impromptu celebrations, and sending a welcome gift to new team members
- Enter payroll on a biweekly basis for full-time team members and part-time team members
- Enter PTO into payroll system and, in partnership with the Vice President of Finance and Operations, answer inquiries from team members
- Support ensuring that new team members are set up for success prior to their first day, including email setup, technology setup, keycard access, building/office tour, and desk setup
- Support hiring managers in advertising open full-time, part-time, and contract positions

IT

- Manage relationship with external Managed Service Provider (MSP) including troubleshooting problems with laptops, printers, and phones as needed and ensuring that SCORE continues to have an MSP that supports the work of the organization
- Set up A/V prior to meetings and events as needed
- Ensure the phone system supports the work of team members and identify a new phone system as needed
- Order appropriate technology as needed
- Manage phone, internet, and email providers
- Ensure team members are operating as securely as possible in partnership with the MSP

CANDIDATE REQUIREMENTS

This role requires a great deal of flexibility and drive, the ability to manage multiple priorities, a positive and support-focused team orientation, and a commitment to supporting the work of the organization. The Administrative Coordinator must be a problem-solver who is also able to work in close and productive collaboration with SCORE colleagues and external partners. Additional candidate requirements are below:

- A bachelor's degree is required
- Candidate must have proven experience managing multiple tasks simultaneously in a fast-paced, rapid-growth, high-intensity, and intellectually-demanding environment
- Candidate must have excellent written and verbal communication skills
- Candidate must be a problem-solver with a "whatever it takes to get the job done – and done well" attitude

- Candidate must have a strong command of technology

COMPENSATION

Compensation will be competitive based on the candidate's previous experience and credentials.

TO APPLY

To apply, please send a resume and cover letter to Vice President of Finance and Operations Molly Sears at molly@tnscore.org. Application materials should be **submitted by Wednesday, January 23**. If you have any questions about the position, please contact Molly at the above email address or by phone at 615-727-1545.