



Operations Coordinator
USC Marshall School of Business
Brittingham Social Enterprise Lab

The Brittingham Social Enterprise Lab (BSEL) is a Center of Excellence at the USC Marshall School of Business that equips students, faculty and staff with business skills and resources to develop market-based solutions to the wicked problems of the 21st century. Through education, community building, research and professional development, the Lab serves as the hub for social entrepreneurial efforts at the university.

Founded in 2008 and endowed in 2014 through a gift from the Brittingham Family Foundation, the Lab is one of the world's leading research and teaching institutions on social enterprise, providing students across the university and beyond with a foundation in the context and practice of market-based approaches to social issues. Curricular offerings include an undergraduate minor, multiple courses and a MS in Social Entrepreneurship. Co-curricular programs provide focused, cohort-based support for students committed to pursuing careers in social impact. The Lab also engages in ground-breaking research while bringing in numerous leaders through its Jacobson Family Sustainable Impact Lecture Series.

For more information about the Brittingham Social Enterprise Lab, visit www.marshall.usc.edu/BSEL.

Job Summary

Reporting directly to the Managing Director, this exciting role will engage directly in supporting the maintenance and growth of an innovative social enterprise. As the Operations Coordinator, you will be the first point of contact for many of our students as well as the public. You will be responsible for ensuring our administrative systems and logistics run smoothly and efficiently, and you will learn the inner workings of a social enterprise!

Responsibilities and Duties

- Assisting the BSEL team by overseeing the operations of our team-driven fast-paced dynamic office, including scheduling for our executive team, ordering and stocking office supplies, assisting with upkeep of our office and equipment, and owning the logistics (including notetaking) for all team meetings and programmatic events.
- Coordinates BSEL public relations functions, as assigned, such as virtual and in person lecture series, conferences, cohort meetings, etc. Arranges with vendors for sites, facilities, catering, and guest accommodations. Coordinate production and/or distribution of promotional materials.
- Developing and administering process improvement initiatives to create more efficient systems.
- Overseeing financial record keeping, processing donations, preparing and processing invoices, paying bills, reconciling financial accounts, and other financial management tasks.
- Monitoring budgets and assisting in budget preparation by gathering historical data, such as materials and supplies or salaries; tracking and monitoring assigned budget expenditures and/or

special actions and reporting on variances; reconciling the budget monthly; providing budget projections, as requested.

- Maintaining and modifying BSEL's website including content, graphical and multimedia displays and communications. Gathers feedback for Web site improvement and enhancement. Tests, maintains and ensures functionality of links. Monitors Web site for consistency, cross-referencing and compliance with university standards for Web site content and development
- Work in partnership with the Managing Director to seamlessly onboard new employees and student workers by managing paperwork and anticipating questions; this position may include providing direction to student workers, as assigned..
- Answering phones and greeting clients and visitors to the office.
- Assisting with programmatic projects, such as administering student surveys, tracking metrics of success, and developing team engagement initiatives.

Preferred Qualifications

- Proven experience in a team-driven dynamic office environment with ability to learn quickly and manage a wide variety of work efficiently.
- High level of competency with various standard technology platforms, including Office 365 (bonus points for loving Excel) and Zoom; experienced with USC's administrative systems is a plus.
- Ability to problem-solve while working toward the goals of an organization; willingness to be prepared with viable solutions while maintaining flexibility needed to execute prioritized tasks and changing timelines.
- Possess exceptional verbal and written communication skills needed to effectively interact with staff, vendors, and executive leadership in a professional and concise manner.
- Recognizes ways that race, gender, and other identities intersect in the work, especially with students we serve.
- Experience in a higher education environment is a plus.

Minimum Education: Bachelor's degree, Combined experience/education as substitute for minimum education
Minimum Experience: 3 years
Minimum Field of Expertise: Secretarial or specialized clerical and administrative experience

Required Documents and Additional Information

- **Applications must be submitted through the [USC Job Portal](#) to be considered.** Resume and cover letter required (may be uploaded as one file). Please do not submit your application without these documents.
- Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled any time after the minimum posting period has ended, so please apply on the same business day if interested.
- USC is requiring all students, faculty and staff to submit proof of vaccination for COVID-19 in order to access campus facilities for the fall semester. Your safety is our top priority.

- USC has excellent benefits, including health benefits for staff and their family with access to the renowned university medical network; eligibility for retirement plans with employer contributions*; tuition benefits for staff and their family; free Professional Development classes; central Los Angeles location with easy access to commuter trains, buses and free tram pick up services; discounts to sporting and other campus events.
- The University of Southern California is an Equal Opportunity Employer that Values Diversity.

* University employer contributions may be subject to change due to financial impact of COVID-19

Why join the USC Marshall School of Business?

The USC Marshall School of Business is ideally positioned to address the challenges of a rapidly changing business environment and is ranked as one of the country's top schools for accounting, finance, marketing, consulting, entrepreneurship and international business studies.

USC Marshall builds on the unique opportunities that stem from its Los Angeles location on the Pacific Rim, its interdisciplinary and impactful research, the momentum generated by the University of Southern California, and the unparalleled engagement of the Trojan Alumni Family. With ready access to industries defining the new business frontier, including bio-technology, life sciences, media, entertainment, communications and healthcare, this vast network offers USC Marshall graduates exceptionally strong support for success in the global marketplace.

For more information on the USC Marshall School of Business, visit: www.marshall.usc.edu.

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