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Hometown strengths.
Hometown solutions.*

Position Description

Administrative Operations Coordinator

May 2026

Summary

The Administrative Operations Coordinator is responsible for managing office operations, coordinating internal systems and vendors, supporting program administration, and providing project management for events and organizational initiatives. This role ensures efficient day-to-day operations and effective delivery of MMUA programs.

Essential functions

Manage office operations, including:

- Metropoint facilities coordination
- Coordination of vendor relationships related to office operations
- Serving as liaison with external IT, telephony, and other media providers
- Providing internal technical support and troubleshooting to address system and staff technology needs

Coordinate administrative functions related to events, including:

- Provide project management support for events and internal initiatives
- Identifying sites and coordinating contracts for off-site venues required for conferences, training events, schools, and workshops
- Managing timeline tracking for conferences
- Manage pre-meeting logistics for conference speakers and serve as speakers' main point of contact related to day-of-event needs
- Maintaining accurate event registration records and preparing weekly comparison reports for conferences
- Monitoring and coordinating event deliverables across work groups
- Coordinating day-of-event site logistics for conferences and non-safety programs, including preparation of materials, packing, transporting, and on-site support

Lead administration of MMUA's apprenticeship program

- Coordinate with the State of Minnesota, partner organizations, and MMUA staff to ensure apprentices' records are kept accurately and in compliance with MNDLI requirements
- Maintain records, track compliance requirements, and support program audit

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Support the administration of the membership database

- Assist with data integrity and reporting
- Serve as primary backup to the database manager

Provide responsive and professional service

- Provide outreach and response to members, vendors, and stakeholders in a timely manner
- Answer phones and entertain office guests as needed
- Collaborate with staff to support operational efficiency and program success
- Attend and participate in all relevant staff meetings and retreats

Competencies

- Strong verbal and written communication skills in English, with the ability to convey information clearly and professionally
- Excellent organizational and time-management abilities
- Ability to manage multiple projects and meet deadlines
- Strong interpersonal and customer service skills with a commitment to providing high-quality member service
- Proficiency in Microsoft Office Suite
- Proficiency with database programs
- Proficiency with basic IT support
- Ability to work collaboratively in a team environment
- Ability to work effectively in a dynamic environment with frequent interruptions and shifting priorities

Supervisory responsibilities

None

Work environment

- Standard office environment
- Occasional travel and event settings

Physical demands

- Ability to sit for extended periods
- Ability to lift up to 30 pounds occasionally

Travel required

In-state travel for events and member engagement, 10–15 nights per year

Required education and experience

- Five years or more of experience with the essential functions of the role or similar professional functions
- Experience coordinating events or programs
- Familiarity with database, association management, or CRM systems
- Demonstrated skills in establishing and maintaining successful working relationships
- Bachelor's degree or equivalent experience in communications, administration, project management, or related field preferred.
- Experience in associations, utilities, or non-profits a plus

Additional eligibility requirements

Must be eligible to work in the United States

Other duties

This position description is not intended to be a comprehensive list of all duties. Responsibilities may change as organizational needs evolve.

Equal Employment Opportunity

MMUA does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, pregnancy, citizenship, national origin, age, disability, military service, veteran status, genetic information, union membership, creed, marital status, familial status, sexual orientation, status with regard to public assistance, or any other characteristic protected by law.

Employee's signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Signature

Employee _____ Date _____

