

Operations Coordinator

Full-Time Position, In-Office

Location: Kansas City Office – Downtown, Kansas City, MO

Reports to: Office Manager

Salary Range: \$50,000-\$54,000/year

Work Schedule: 8:00 a.m. – 4:30 p.m., Monday - Friday

AGENCY OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is a mission-driven organization providing affordable housing opportunities for extremely low to moderate-income Missourians with both federal and state funding. The organization offers a rewarding career in public service by providing the opportunity for dynamic, impactful and fulfilling work serving individuals and families across the entire state.

BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, life balance, including generous time off, business casual dress code, downtown location with paid parking, and extensive benefits.

- Health Insurance with Immediate Coverage
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

LEAVE TIME

Annual Leave and Medical Leave accruals begin immediately.

- 3 Weeks Paid Time-off (Annual Leave)
- 3 Weeks Paid Time-off (Medical Leave)
- 13 Paid Holidays (annually)
- 6 Weeks Paid Parental Leave

COMPENSATION

	Low Base Salary	High Base Salary
Annual Base Salary	\$50,000	\$54,000
Estimated Annual Benefits Value	\$41,583	\$43,845
Total Estimated Annual Compensation Value*	\$91,583	\$97,845

*Actual total compensation is based on benefits elections.

POSITION SUMMARY

The Operations Coordinator provides essential administrative, operational, and travel-scheduling support across the agency. This role helps ensure smooth day-to-day operations by backing up the front desk, managing a variety of office functions, and coordinating staff travel in accordance with MHDC policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES

Office Operations & Administrative Support

- Serve as backup for the front desk, including greeting visitors, answering a multiline phone system, routing calls, and providing excellent customer service.
- Process incoming mail, distribute mail to staff, and prepare outgoing mail for daily pickup.
- Stock and maintain supply, mail, and copy rooms; monitor inventory levels; reorder supplies as needed.
- Organize, print, assemble, and mail documents for MHDC meetings and agency activities. Prepare meeting materials and ensure conference rooms are stocked and ready.
- Maintain accurate and organized records, including file creation, indexing, and secure storage. Assist supervisors, managers, and executives with general administrative tasks when requested.
- Prepare and distribute mass mailings.
- Maintain confidentiality and a high level of professionalism in all interactions.

Financial & Purchasing Support

- Review, reconcile, and process financial transactions, invoices, purchasing requests, and statements.
- Review and reconcile deliveries of products and supplies to ensure accuracy and completeness.

Travel Coordination

- Arrange and schedule travel for employees, including contacting hotels, booking online, and following established travel procedures.
- Review travel requests and forms for accuracy and compliance with MHDC policy.
- Ensure all required documentation and approvals are obtained.
- Provide timely communication and support to staff regarding itineraries, reservations, and travel logistics.

DESIRED QUALIFICATIONS

Education & Experience

- Some college or university coursework is preferred.
- 2 – 5+ years of administrative or operational support experience.
- Reception or customer service experience, ideally with a multiline phone system.
- Hands-on experience managing supplies, mail, or facilities support.
- Experience coordinating travel for staff within a structured policy environment.
- Experience processing invoices, reviewing receipts, or reconciling purchases.
- Experience in fast-paced, multi-tasking roles.
- Experience working in a public agency, nonprofit, or policy-driven environment (helpful but not required).
- Strong Excel and Microsoft Office proficiency.
- High detail orientation and excellent time-management skills.
- **Must be a commissioned Notary Public in the State of Missouri, or be willing to obtain a notary commission within 60 days of hire.** MHDC will cover all costs associated with obtaining and maintaining the notary commission.

To be considered for the position, please submit your resume and cover letter online.