

Gold Coast Federal Credit Union

Job Description

Job Title: Administrative Services Coordinator
Department: Administration
Reports To: President/CEO

FLSA Status: Non-Exempt
Prepared Date: August 2026

Summary

The Administrative Services Coordinator performs professional-level administrative and operational work directly related to the management and general business operations of the Credit Union. This position exercises independent judgment and discretion in managing facilities operations, vendor relationships, contract administration, policy management, operational projects, budget oversight, and organizational communications. The Administrative Services Coordinator serves as a key operational partner to leadership and is responsible for evaluating priorities, identifying solutions to administrative challenges, recommending improvements, and coordinating initiatives that support the Credit Union's strategic objectives.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Operational Administration

- Coordinate and oversee administrative functions that support efficient organizational operations.
- Evaluate operational processes and recommend improvements that enhance organizational effectiveness.
- Research operational issues and develop recommendations for resolution.
- Establish priorities and independently manage multiple assignments and projects simultaneously.
- Serve as a resource to management regarding administrative and operational matters. Overseeing office supply inventory and placing orders as needed according to the annual departmental budget. Including delivery of office and marketing supplies to the branches.

Facilities Management

- Serve as the primary administrator for facilities operations, maintenance activities, and vendor services.
- Evaluate maintenance requests and determine appropriate response priorities.
- Coordinate facility repairs, inspections, and preventative maintenance programs.
- Monitor service delivery and ensure vendors meet established service expectations.
- Recommend facility improvements and operational enhancements.
- Monitor facilities expenditures and identify opportunities for cost management.

Vendor and Contract Administration

- Serve as the primary contact for Facilities vendors and service providers.
- Coordinate Facilities vendor relationships and service agreements utilizing approved systems.
- Evaluate Facilities vendor performance and recommend service improvements, renewals, or alternative solutions.
- Monitor all contract terms, renewal schedules, and compliance requirements.
- Resolve operational issues involving Facilities vendors and service providers.
- Maintain all vendor records and supporting documentation. Follow up with Business Owners.

Budget Administration

- Monitor Facilities budget.
- Review expenditures and identify spending trends.
- Assist in budget planning and forecasting activities.
- Recommend cost-saving opportunities and operational efficiencies.

Policy and Procedure Administration

- Coordinate the organizational policy & procedure review process.
- Monitor policy & procedure review schedules and maintain compliance with established review timelines.
- Coordinate updates and revisions with policy & procedure owners.
- Ensure approved policy changes are communicated throughout the Credit Union.
- Maintain administrative ownership of policy tracking systems.
- Support updates to the Disaster Recovery Manual and related operational documentation.

Project Management

- Independently manage assigned operational projects and initiatives.
- Develop project plans, timelines, milestones, and reporting mechanisms.
- Coordinate project activities across departments.
- Monitor project progress and resolve issues affecting implementation.
- Recommend process improvements based on project outcomes and operational needs.
- Prepare project updates and reports for leadership.

Employee and Organizational Support

- Coordinate employee engagement activities and organizational events.
- Assess resource and logistical requirements for company-sponsored events.
- Manage event planning, vendor coordination, scheduling, and execution.
- Support internal communications and organizational initiatives.
- Maintain confidentiality regarding sensitive organizational and employee information.

Information and Records Administration

- Oversee administrative recordkeeping systems.
- Ensure records are maintained in accordance with organizational requirements.
- Develop organized filing and retention practices.
- Research data and prepare reports for leadership.
- Maintain CoastNet administrative pages and organizational resources.

Board Administration and Governance Support

- Coordinate and manage all Board of Directors administrative activities, including preparation and distribution of board packets, agendas, reports, and supporting materials.
- Record, prepare, and maintain accurate board and committee meeting minutes and official records.
- Upload, organize, and manage board materials and governance documents within the CUBoard platform, ensuring timely access and compliance with record retention requirements.
- Coordinate travel arrangements, lodging, and logistics for board members and executive leadership as needed.
- Serve as a liaison between board members, executive leadership, and internal departments to facilitate effective communication and meeting coordination.
- Maintain board calendars, meeting schedules, and governance documentation while ensuring confidentiality and adherence to organizational policies and regulatory requirements.

This position regularly exercises discretion and independent judgement regarding vendor selection recommendations, facilities priorities and service coordination, contract administration, budget monitoring and expenditure recommendations, project planning and implementation, policy and procedure review administration, operational problem-solving, resource allocation recommendations, and administrative process improvements.

Adherence to GCFCU policy and procedure as well as state and federal laws and regulations, such as BSA, Reg. CC, OFAC, TISA, Information Security etc.

In addition to any specific job requirements in connection with Bank Secrecy Act and/or OFAC (BSA), employee must (i) be aware of BSA matters commensurate with the position; (ii) report any suspicious activity to the manager or compliance department; and (iii) satisfactorily complete any required BSA training.

Qualifications

Minimum of three (3) years of progressively responsible administrative, operational, project management, facilities management, or office management experience. Experience coordinating multiple projects and organizational initiatives. Experience working independently with minimal supervision. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or three to five years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

Proficiency in Microsoft Office Suite for document preparation, data analysis, presentation, and email management. Competence in PDF editing tools for document formatting. Basic troubleshooting of office software and hardware issues.

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk; sit; use hands to finger; handle; or feel and talk or hear. The employee frequently is required to stand and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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