



Office & Outreach Coordinator

Northwest Arkansas Regional Planning Commission (NWARPC)

Position Type: Full-Time, In-Person

Hiring Range: \$42,000–\$52,000 annually

Reports To: Fiscal Operations Manager

Functional Coordination: Assistant Director/Transportation Programs Manager and other designated NWARPC staff

Position Summary

The Office & Outreach Coordinator provides organization-wide coordination for day-to-day office operations, administrative systems, meetings, events, and routine communications and outreach activities for the Northwest Arkansas Regional Planning Commission (NWARPC). This is a full-time, in-person position that plays a key role in keeping the organization running efficiently, professionally, and consistently by managing recurring office functions, maintaining administrative systems and records, and supporting staff and organizational initiatives.

The ideal candidate is highly organized, dependable, detail-oriented, and service-oriented, with the initiative to take ownership of responsibilities and anticipate routine organizational needs. The position requires strong written and verbal communication skills, sound judgment, technological proficiency, and the ability to manage multiple priorities with limited day-to-day direction. The successful candidate will also help identify and implement improvements to administrative systems, procedures, and workflows.

This is primarily an organization-wide administrative and office coordination position with an outreach and communications component. Responsibilities may evolve as NWARPC's operational and organizational needs change.

Key Responsibilities

Office Operations & Administration

- Manage day-to-day office operations and maintain an organized, professional, and welcoming office environment.
- Coordinate office supplies, equipment, shared spaces, deliveries, subscriptions, and routine vendor and service needs.
- Maintain organized electronic and physical files and support routine organizational records management.
- Coordinate routine banking and administrative activities, including deposits, check delivery, document delivery, and other business-related transactions.
- Manage and maintain NWARPC's customer relationship management (CRM) system, including stakeholder and contact information, distribution lists, data quality, and routine updates.
- Receive and route incoming correspondence, phone calls, requests, and walk-ins.

- Assist with routine purchasing, invoices, reimbursements, subscriptions, and other administrative transactions.
- Develop, document, and maintain standard operating procedures (SOPs), checklists, templates, and other administrative resources.
- Support implementation of new administrative systems and software, including developing resources and providing routine staff training and support.
- Identify and recommend improvements to administrative processes, systems, and workflows.
- Provide administrative and organizational support to NWARPC leadership and program staff, including document preparation, data entry, tracking, filing, and special projects.
- Coordinate routine meeting logistics, including scheduling, invitations, room reservations, virtual meeting setup, materials, and related arrangements.
- Assist with the preparation of meeting minutes and support post-meeting activities, including material distribution, maintaining records, and tracking routine action items.
- Maintain confidentiality and exercise appropriate discretion when handling internal, personnel, financial, and other sensitive information.

Outreach & Communications

- Coordinate logistics and provide on-site support for public outreach events, workshops, trainings, open houses, stakeholder meetings, and other organizational activities, including occasional events outside regular business hours.
- Assist with the administration of NWARPC's routine social media presence, including developing, scheduling, posting, and maintaining content in coordination with program staff.
- Draft, edit, and proofread routine emails, announcements, meeting notices, newsletters, website updates, social media content, reports, presentations, public notices, and other communications for accuracy, clarity, consistency, and formatting.
- Maintain routine website content and help ensure organizational information remains current and accurate.
- Create basic flyers, graphics, presentations, signage, and informational materials using established templates and maintaining organizational branding.
- Gather and organize project updates, photographs, accomplishments, announcements, events, and other information from staff for use in organizational communications.
- Coordinate distribution of public notices, announcements, newsletters, and other informational materials, including routine coordination with local media outlets as needed.

Qualifications

Required

- High school diploma or equivalent.
- Strong organizational and time-management skills with the ability to independently manage multiple priorities and deadlines.
- Excellent written and verbal communication skills.
- Strong attention to detail and commitment to accuracy.

- Proficiency with Microsoft 365 applications, including Word, Excel, Outlook, Teams, and PowerPoint.
- Comfort using and learning databases, cloud-based platforms, and other office technology.
- Ability to work independently, take initiative, anticipate routine needs, and follow through on assignments.
- Ability to maintain confidentiality and exercise sound judgment.
- Professional and service-oriented approach when interacting with staff, public officials, partner organizations, consultants, stakeholders, and the public.
- Must possess a valid Driver's License.
- Must successfully pass criminal background check, including but not limited to - convictions, guilty pleas or no contest pleas to violent offenses, theft offenses and any offense under A.C.A. § 21-15-103 and A.C.A. § 21-15-111.
- The position primarily involves office-based work, including extended periods of computer use, communication with others, and handling documents and office equipment. The position may occasionally require standing, walking, reaching, bending, kneeling, or crouching, as well as lifting or moving materials weighing up to 25 pounds. Reasonable accommodation may be provided to enable qualified individuals with disabilities to perform the essential functions of the position.

Preferred

- Two or more years of administrative, office coordination, customer service, communications, or related professional experience **or** an associate degree or higher in business administration, communications, public administration, office administration, or a related field.
- Experience coordinating office operations or administrative functions.
- Experience maintaining a CRM, contact database, or similar organizational system.
- Experience developing or documenting administrative procedures, SOPs, workflows, or internal processes.
- Experience coordinating meetings, events, workshops, or public outreach activities.
- Experience creating and managing routine social media, website, digital, or print communications.
- Experience with website content management systems, Canva, Adobe Suite, or similar communications tools.
- Experience in government, nonprofit, regional planning, transportation, or a similar professional environment.
- Familiarity with records management and administrative procedures.
- Interest in community development, transportation, regional planning, or public service.
- Bilingual proficiency in Spanish or Marshallese.

Reporting & Functional Coordination

The Office & Outreach Coordinator reports to the Fiscal Operations Manager, who provides overall supervision, prioritization, and direction for administrative and office operations.

The position works closely with the Executive Director, Assistant Director/Transportation Programs Manager and other designated NWARPC staff. Communications and outreach priorities may be assigned or coordinated by designated staff.

Application Process

Applicants may apply by submitting their resume to smarpe@nwarpc.org. The position is open until filled.

Equal Opportunity Employer

NWARPC is an equal opportunity employer does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, in the admission, access to and treatment in NWARPC's programs and activities, as well as the NWARPC's hiring or employment practices.