



OPEN POSITION: Workforce Operations Specialist (Grant Funded Position) at the Memphis Medical District Collaborative (MMDC)

Organization Overview

The Memphis Medical District Collaborative (MMDC) seeks a **Workforce Operations Specialist** to join our growing team. Established in 2016, MMDC is a not-for-profit, community development organization committed to strengthening the communities between and around its anchor institutions – major healthcare and educational institutions – including ALSAC / St. Jude Children’s Research Hospital, Baptist Health Sciences University, Le Bonheur Children’s Hospital, Methodist Le Bonheur Healthcare, Regional One Health, Shelby County Health Department, Southern College of Optometry, Southwest Tennessee Community College and University of Tennessee Health Sciences Center. Together, these institutions have more than 25,000 employees, 8,000 students, a collective spend of \$1.3 billion, and control more than 300 acres of real estate. The Memphis Medical District is also home to more than 10,000 residents. These institutions, along with local and national philanthropy, area corporations, and collaborative community partners, support the work of MMDC to revitalize the Memphis Medical District and make it a preferred destination to work, live, learn, and visit.

MMDC Departments

MMDC’s approach is comprehensive and inclusive of residents, employees, students, and visitors to the district. In addition to connecting the dots across the major healthcare and educational institutions, MMDC also focuses on the following program portfolios:

1. Clean and Safe Streets & Public Spaces – Catalyzing connections between people and place through improvements to the public realm, including parks, streetscapes, sidewalks, plazas, and enhanced mobility options. District Ambassador program; Coordination of safety efforts, hospitality assistance, and environmental and cleanliness improvements.
2. Development – Fundraising, grant writing and management, and donor/partner cultivation and recognition.
3. Economic Development – Supporting and connecting the diverse neighborhoods in the District through growing and attracting small, minority, and women-owned businesses, as well as supporting existing businesses through programs like Buy Local.
4. Marketing and Communications – Promoting the organization’s mission, values, and impact to various stakeholders through creatively telling the District’s and the organization’s story.
5. Real Estate – Cultivating a rich environment for appropriate development through coordinated planning and investment, with a focus on creating mixed-use, mixed-income places.
6. Workforce Strategies – Through Hire Local, connecting neighborhood residents to training, education, and employment opportunities where there is a clear career pathway, a livable wage, and a growing career field.

Title	Workforce Operations Specialist
Reports To	Senior Director of Workforce Strategies

Summary	<p>We are seeking a high-level administrative, operational, and logistical support to the Workforce team. This role is responsible for managing executive scheduling and communications, overseeing office and inventory operations, supporting event logistics, maintaining digital records, and coordinating invoicing and vendor documentation.</p> <p>This position plays a critical role in ensuring the smooth day-to-day functioning of workforce programs and freeing program leadership and trainers to focus on strategy, instruction, and outcomes. The role has no direct reports and does not include case management, instruction, or employer relationship ownership.</p>
Experience and Qualifications	<ul style="list-style-type: none"> ● 3+ years of administrative, operations, or program support experience ● Strong organizational skills and attention to detail ● Comfort managing calendars, inboxes, and multiple priorities ● Experience with digital file systems (Google Drive, Dropbox) ● Familiarity with invoicing, expense documentation, or financial systems (Bill.com experience a plus) ● Ability to work independently and anticipate needs ● Professional and welcoming presence in a front-facing role
Starting Salary	\$45,000 commensurate with experience.
Key Benefits	<ul style="list-style-type: none"> ● Hybrid schedule ● Generous benefit package ● Parental leave ● Professional development opportunities ● 401(k) employer match ● 20 Days per calendar year of paid leave ● At least 10 office closing days for public holidays ● Up to 10 remote workdays while traveling ● Phone reimbursement
Physical Requirements	<ul style="list-style-type: none"> ● Tasks require the ability to exert light physical effort in sedentary to light work, including lifting, carrying, pushing, and/or pulling objects and materials of light weight (5-10 pounds). ● Lifting/moving supplies ● Tasks may involve extended periods at a keyboard or workstation.

Essential Duties and Responsibilities:

- **Executive & Calendar Support**
 - Manage the Senior Director’s email inbox, including triaging messages, flagging priorities, and organizing correspondence
 - Manage the Senior Director’s calendar, including scheduling meetings and coordinating availability with internal staff and external partners
 - Maintain shared calendars for workforce cohorts, trainings, and events
 - Provide time-bound administrative support for special planning projects as assigned
- **Front Desk & Office Operations**
 - Serve as front desk support at the satellite office, greeting visitors, students, and partners
 - Share front desk coverage with an intern or temporary staff when available; provide backup coverage as needed.
 - Maintain a welcoming, organized, and professional office environment

- Coordinate basic office logistics to ensure meeting rooms and shared spaces are prepared for use
- **Supplies, Inventory, & Program Materials**
 - Manage monthly office and program supply orders, including Amazon and other vendors
 - Maintain inventory tracking for office supplies, program materials, and event supplies
 - Order books, uniforms, and required materials for new workforce cohorts
 - Prepare participant bags, packets, and materials for orientations, graduations, employer engagements, and large convenings
 - Anticipate material needs ahead of cohort launches and events
- **Digital File & Records Management**
 - Maintain organized digital filing systems across Google Drive and Dropbox.
 - Create and uphold consistent folder structures and naming conventions
 - Track tasks, timelines, and requests using Monday.com
 - Ensure program, vendor, financial, and event documents are properly labeled, stored, and easy to locate
- **Event & Logistics Support**
 - Provide administrative and logistical support for workforce-related events, including orientations, graduations, employer engagements, and partner convenings
 - Support event preparation by tracking timelines, preparing materials and supplies, and coordinating room setup needs
 - Place food and catering orders and coordinate delivery logistics
 - Support post-event organization of materials, receipts, and documentation
- **Finance & Vendor Support**
 - Collect and process vendor invoices related to workforce programs
 - Upload invoices, receipts, and supporting documentation into Bill.com
 - Support biweekly payment request submissions and track invoice status
 - Maintain organized financial documentation to support reporting and audits
 - Coordinate with internal finance staff to ensure timely vendor payments
- **What This Role Does Not Include**
 - Direct supervision of staff or students
 - Student case management or counseling
 - Instructional or training responsibilities
 - Employer relationship ownership
 - Event strategy, agenda design, or external invitations
- **Event Time Allocation**
 - Executive & calendar support: 20%
 - Office operations & front desk coverage: 15–20%
 - Supplies, inventory, books & uniforms: 15%
 - Digital systems & records (Google Drive, Dropbox, Monday.com): 15%
 - Finance & vendor support (Bill.com, invoicing): 10%
 - Event logistics support: 10–15%
 - Special projects: 5%

Submittal

If you are interested in applying, please upload your resume and cover letter [here](#) or <https://wkf.ms/4v3yN1Y>. Applications will be evaluated on a rolling basis, so please submit as soon as possible.

NO PHONE CALLS. For more information: www.memphismedicaldistrict.org

