

Center for Dairy Excellence: Position Description Form

Position Description: Operations & Administrative Specialist	09/30/2026
Location: Central Pennsylvania	Non-Exempt
Position to which this role reports:	Executive Director
Qualifications	
Education:	High School Diploma required
Work Experience Preferred:	Knowledge of dairy industry and minimum of three years' experience in customer service, with demonstrated attention to detail and ability in working with multiple customer audiences and multiple projects. Experience in working with CRM (customer relations management) software.
Special Skills:	Strong organizational and interpersonal skills are essential in this role. Position requires a self-motivated, detail-focused, service-oriented individual with excellent written and verbal communication skills (including active listening), proficient computer skills with willingness to learn new software, and ability to support multiple project managers and audiences.
Schedule Requirements:	This is a full-time, hourly position with 40 hours per week. The position would work in a hybrid fashion, with some time in the Harrisburg office and some in a home office. Very little travel expected with this role.
Scope	
Position works to support four project teams within the Center and Foundation, arranging meeting details, addressing inquiries, resolving issues, supporting board governance, coordinating mailings, and providing logistical support to ensure a higher level of service to those supported by our organizations.	
Main Purpose(s) of the Job	
- Interact with program users, including dairy producers, industry stakeholders, event participants, teachers, and students through telephone, email, and in person to provide support and information. - Support the Workforce Development Team in assisting with customer outreach, internship and scholarship award verification, and event logistics coordination. - Coordinate and carry out all in-house mailing logistics for both organizations, including Foundation fundraising campaigns, year-end appeals, producer and event mailings, Allies mailings, annual summary mailings, and other mailing requests as needed. - Provide support for fulfillment and exhibit needs for both organizations, working with program managers to ensure materials are mailed in timely manner. Track assets and inventory supplies for both Foundation and Center, working with accounting manager on asset spreadsheet. - Assist the executive director in board governance, communications, and meeting planning, which includes assisting with the agenda development, preparing meeting minutes, and managing the board intranet web page and associated resources on that page. - Work with executive director and fund development team to create and send personalized thank-you letters to all donors and supporters of both organizations, working with team to ensure they are tracked in Bloomerang CRM software and recognized on website and in annual summary. - Work with communications manager to regularly review and identify website updates, assist with outreach, and ensure that mailing lists for all audiences across both organizations are updated appropriately and regularly as mailings are completed. - Assist with registration and logistics for meetings and events, including but not limited to Ag Progress Days, Keystone Farm Show, Calving Corner, Toast to Dairy, Dairy Financial Conference, and PA Dairy Summit, working directly with program managers on an as needed basis. - Provide oversight for CDE office operations, which includes tracking and complying with the office budget, documenting records retention, reordering office supplies and apparel as needed, and working with communications manager to assist the team's computer IT and office needs.	

- Work collaboratively within team structure on all four teams. Team members are expected to attend all team meetings, take the initiative to add input and make suggestions, follow through timely on all assigned tasks, and ask for help when needed as well as offer help when others need it.

Center and Foundation Core Values

- At the Center we are adaptable, collaborative, demonstrate leadership, and stewardship and leave a legacy in the dairy industry.
- At the Foundation, we are focused on leaving a legacy in the education sector, we are collaborative, creative and act with integrity always.