



## **PROJECTS AND OPERATIONS COORDINATOR**

Department: Capital Programs and  
Environmental Affairs  
Unit: 5120  
Level: 5, Non-Exempt

Supervisor's Title: Administrative  
Operations Manager, Capital Programs

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**Purpose: The Projects & Operations Coordinator provides critical support to the Administrative Operations Manager, Capital Programs. This role will assist with meeting material development and preparation, helping to advance projects to ensure they are on schedule. Assists the Administrative Operations Manager in developing and implementing policies, procedures and programs to meet departmental needs. Also, assists the Administrative Operations Manager in preparing initiatives and the onboarding process for the Capital Programs Department.**

All staff in CP (Capital Programs) is dedicated to Advancing Department's Vision of "Transforming our industry through innovation; creating value for our clients and delivering "best- in-class" infrastructure projects for our customers". In addition, the Vision will be supported by our Mission of: "Excel in delivering projects that enhance our customer's experience by programming, designing and building safe, efficient and sustainable infrastructure. By committing to doing this by being inclusive, leveraging technology and finding opportunities to continuously improve in our project management and delivery".

### **ESSENTIAL TASKS OF THE JOB:**

**Assists the Administrative Operations Manager with the development and implementation of policies and procedures.**

1. Assists with developing departmental Standard Operating Procedures; administrative forms and templates; and departmental guidelines.
2. Serves as liaison to the Administrative Operations Manager on internal matters and Authority-wide related items.

**Assists the Administrative Operations Manager with overseeing the onboarding process and organizational development process of the Capital Programs Department.**

1. Assists in developing the framework for and promoting a strong departmental culture that aligns Department purpose, mission, vision, and values.
2. Analyzes and makes recommendations for improvements regarding optimization of existing Department procedures.

3. Assists with the development and implementation of the onboarding process for the Capital Programs team to ensure new employees are equipped for success when joining the team.

4. Works closely with the Administrative Operations Manager to develop internal programs related to the ongoing development of staff, including but not limited to the Assistant Project Manager Career Development Program.

**Assists the Administrative Operations Manager with the creation of presentations for Department programs, Executive Administration and Board Meetings.**

1. Assists with the creation of presentations/graphics and maintains electronic library for Capital Programs Department. Projects & Operations Coordinator – Capital Programs.

2. Collects and distributes information to ensure that departmental websites, Knowledge Owl content, Department SharePoint site, and other communication materials are updated and current.

**Performs administrative duties for Capital Programs staff as assigned.**

1. Prepares correspondence, reports and technical specifications on various projects for managers.

2. Handles multiple scheduling assignments involving internal and external participants.

3. Enters requests into work order system for assignment and tracking.

4. Works with building security team regarding badging and guest visits to Logan Office Center (LOC).

5. Assists with Capital Programs staff badging process, including but not limited to badging for new employees, employee badge renewals, temporary visitor passes, and SIDA badge requests for all Massport locations.

6. Prepares travel arrangements, processes travel vouchers and expense reports.

7. Responsible for the compilation and distribution of monthly status and quarterly reports.

8. Assists with departmental offsite storage process as required.

9. Records Management Coordinator – maintains database of archived boxes, requests archive supplies, coordinates with the Central Services Manager.

**Provides support on Requests for Qualifications (RFQs), Requests for Proposals (RFPs), consultant selections and bid process as assigned and assists in the implementation of the Designer Selection Process (DSP).**

1. Coordinates online notification process for construction and consulting opportunities, prepares public notices and advertisements, prepares and maintains/updates.
2. Keeps electronic records (i.e. bidders list) and inputs bid information into database management system and calendars.
3. Receives and processes letters of interest and proposals in accordance with legal time constraints.
4. Provides bid results to department personnel, website and contractors.
5. Attends bid opening, processes bid information accordingly.
6. Prepares spreadsheets for various project management and contract needs.
7. Acts as the primary contact between the Authority and DSP members, both internal and external regarding upcoming selections and actions required by DSP.
8. Coordinates with DSP members to schedule all DSP meetings.
9. Receives Qualification Statements and Proposals from consultants and verifies that submittals comply with MPA policies and procedures. Distributes submittal and appropriate paperwork for DSP members.
10. Participates in DSP meetings, prepares minutes and maintains files of all DSP activity.
11. Emails Requests for Proposals' supplemental information.
12. Communicates with consultants interested in doing business with Massport regarding information on DSP meetings, selection results and copies of Legal notices and RFP's.
13. Provides assistance to consultants by scheduling time for them to review past submittals and existing information.
14. Types and sends out result letters.

**Assists with development & execution of special projects in conjunction with other CP Units as assigned, including but not limited to the following:**

1. Wetlands Protection work: Projects & Operations Coordinator – Capital Programs
  - i. File Order of Condition documents from City and Town Conservation Commissions with Registry of Deeds
  - ii. Coordinate Abutter notifications for distribution of Notices of Intent
2. Stormwater Pollution Prevention Program
  - i. Coordinate with Swissport tenant for Data Monitoring Reports (DMRs) and upload to EPA website
  - ii. Deicing Anti-icing Chemical (DAC) usage tracking for tenants
    - a. Reach out to tenants at beginning of season and monthly thereafter to request DAC usage records
    - b. Follow up with tenants if unresponsive
3. Hazardous waste tracking – maintains hazardous waste manifest records
4. Filing of completed paperwork & submittals, which need to be kept on file per regulations, and retrieval as needed for audits, etc. for all programs (i.e., Air, waste, stormwater, etc.)

Interfaces and coordinates departmental work and programs with other MPA departments.

Acts as unit liaison with vendors and contractors.

## **JOB REQUIREMENTS AND QUALIFICATIONS**

### Education

A Bachelor's Degree in public administration or business administration or related field required. Critical to this position is a higher than average level of writing skills.

### Experience

A minimum of 7 years' experience in related field is required. Experience in a supervisory related role in public organizations, is a plus. Must demonstrate a high level of proficiency in MS Office Suite Products (MS Word, Excel, PowerPoint, Access, Project and Outlook). Must be proficient with Adobe Acrobat's security features.

## **UNIQUE EXPERTISE/CERTIFICATIONS/REQUIREMENTS**

1. Strong analytical skills, writing and business acumen.
2. Ability to work with multiple staff members on multiple complex projects.
3. Ability to work with online systems and create related online forms.
4. Working knowledge of public sector operations, community involvement, and EEO/AA minority economic development issues.
5. Working knowledge of government regulations regarding transportation and economic development activities within Massachusetts.
6. Exceptional communication skills. Demonstrated track record of building collaborative relationships across and within departmental organizations.
7. Ability to pass Massport background checks, security checks, and pre-employment drug screen.

## **WORK SCHEDULE:**

Ability to work a 37.5-hour workweek. Ability to work additional hours as necessary as workload demands.