



Job Title: Administrative Assistant

Organization: Training, Innovation & Leadership Institute

Location: In-person – Centralized Offices, West Warwick, RI

Hours: Part-Time / Collateral Duty (up to 32 hours per week)

Reports to: Director of Business Operations

About Us

The **Training, Innovation & Leadership Institute (TILI)** is a mission-driven institute dedicated to strengthening the people, systems, and organizations that serve our communities. Through high-quality training, applied innovation, and leadership development, TILI supports professionals across public safety, healthcare, emergency management, and community-based sectors.

TILI operates as part of a nonprofit organization committed to preparedness, resilience, and service excellence. Our work brings together practitioners, partners, and subject matter experts to deliver practical, real-world learning experiences that improve operational readiness and leadership capacity. We pride ourselves on being collaborative, responsive, and impact focused. Our team values professionalism, adaptability, and a strong commitment to customer experience assuring that every training, partnership, and interaction reflects our mission and standards of excellence.

We are seeking a highly organized, service-oriented professional to join our team and support the daily operations of TILI. The ideal candidate is proactive, detail-driven, and thrives in a dynamic environment where executive support, operational coordination, and customer experience intersect.

Position Summary

The Operations & Executive Support Specialist plays a critical role in ensuring the smooth day-to-day operations of the Training, Innovation & Leadership Institute (TILI). This position provides executive-level administrative support, business and operational coordination, facility and logistics support, and front-line customer experience management for TILI programs, partners, and stakeholders.

This role is ideal for a proactive professional who excels at managing details, anticipating needs, and creating seamless operational and customer experiences in a fast-paced, mission-driven environment.



Executive Support

- Provide direct administrative support to TILI leadership, including calendar management, meeting coordination, travel arrangements, and document preparation
- Prepare agendas, briefing materials, presentations, and reports
- Take meeting notes, track action items, and follow up to ensure completion
- Serve as a point of coordination between leadership, staff, partners, and external stakeholders
- Maintain discretion and professionalism when handling sensitive or confidential information

Business Operations Support

- Support daily operational workflows for TILI programs and initiatives
- Assist with procurement, vendor coordination, invoicing, and expense tracking in collaboration with finance staff
- Maintain organized digital and physical filing systems for contracts, MOUs, training records, and operational documentation
- Support grant-funded activities through documentation, reporting assistance, and compliance tracking as needed
- Identify opportunities to improve administrative and operational efficiency

Facility & Training Support

- Coordinate logistics for trainings, meetings, and events, including scheduling, room setup, materials, and equipment
- Serve as a point of contact for facility access, space readiness, and maintenance coordination
- Support inventory management of training supplies, office equipment, and consumables
- Ensure training and meeting spaces are professional, welcoming, and operationally ready

Customer & Client Experience Support

- Serve as the primary front-line contact for TILI participants, partners, and external stakeholders
- Respond to inquiries via phone, email, and in-person interactions with professionalism and timeliness
- Support training registration, confirmations, rosters, attendance tracking, and post-event follow-up
- Troubleshoot participant issues and escalate complex matters as appropriate
- Contribute to continuous improvement of customer experience processes and systems

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Required Qualifications

- Minimum of 2 years of experience in administrative support, operations, customer service, or office management
- Strong organizational and time-management skills with exceptional attention to detail
- Excellent written and verbal communication skills
- Demonstrated ability to support executive leadership with professionalism and discretion
- Proficiency in Microsoft Office and/or Google Workspace (Word, Excel, Outlook, Docs, Sheets, Calendar) HubSpot
- Ability to manage multiple priorities and adapt to changing demands

Preferred Qualifications

- Experience in nonprofit, healthcare, emergency management, education, or training environments
- Prior experience providing executive-level administrative support
- Familiarity with CRM systems, learning management systems, or registration platforms
- Customer experience or client service background
- Experience supporting grant-funded programs

Core Competencies

- Customer-first mindset
- Proactive problem-solving
- Operational efficiency and attention to detail
- Professional judgment and confidentiality
- Strong interpersonal and collaboration skills
- Flexibility and adaptability

Work Environment & Physical Requirements

- Primarily office-based with occasional event and training support
- May require occasional evening or weekend hours for trainings or events
- Ability to lift and carry training materials and supplies (up to approximately 25 pounds)

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Work Environment

- In-Person at dynamic centralized office in West Warwick, RI.
- Some flexibility required for trainings, partner meetings, and emergency response deployments.
- Part-time: 32 hours per week (flexible due to operational needs for both you and our organization)
- Hourly rate commensurate with experience.

Why Join Us

- Be part of a **mission-driven institute** focused on strengthening communities through training, innovation, and leadership
- Support programs that have **real-world impact** in public safety, healthcare, emergency management, and community resilience
- Work in a **collaborative and supportive environment** that values professionalism, adaptability, and initiative
- Gain meaningful exposure to **executive leadership, operations, and program delivery**
- Contribute ideas and improvements in a role where your work is **seen, valued, and impactful**
- Build professional skills while supporting **high-quality, purpose-driven work**
- Join an organization where **customer experience and service excellence** are core values

How to Apply

Visit: <https://ritili.link/careerapply> to apply and upload your CV/Resume.

Questions? Please email them to blawrence@rimrc.org with the subject line: “Administrative Assistant”