



JOB DESCRIPTION PROGRAMS/

TITLE: Program/Operations Coordinator
REPORTS TO: Operations Manager
DEPARTMENT Operations

OPERATIONS COORDINATOR

EXEMPTION STATUS: Non-Exempt
LOCATION: Morningside
PREPARED: 05/21/ 24

JOB SUMMARY:

The Operations Coordinator is responsible for day-to-day support of the routine operations of the shelter. Reporting directly to the Operations Manager, the primary areas of responsibility include administrative assistance, property maintenance and donation coordination.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Coordinate regular care of physical property by performing light day-to-day maintenance, and assisting with responding to resident repair requests, being vigilant of general condition and cleanliness of property. Staging units when vacant.
2. Initiate preventative maintenance tasks and maintain repair request logs and preventative maintenance logs.
3. Respond to urgent repair needs during business hours by alerting management staff and contacting repair services (ie plumber).
4. Maintain property inventory, including such things as apartment appliances, office computers, and all office supplies.
5. Organize and maintain on and off-site storage areas, keeping a general inventory of each.
6. Oversee day-to-day donation handling, including accepting donations, sorting, general cleanliness and organization of donation area.
7. Assist with pantry organization and distribution of goods.
8. Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
9. Follows policies and procedures; completes tasks correctly and on time; supports the organization's goals and values.
10. Demonstrates knowledge of and adherence to EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes working environment free of harassment of any type; builds a diverse workforce and supports affirmative action.
11. Performs the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.
12. Performs other duties and projects as assigned.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Strategic thinker/problem solver who is capable of multi-tasking and functioning in a fast-paced, quickly changing environment.
- Effective organizational and time management skills and a collaborative management style
- Advanced computer skills and proficient in Excel, Word, and Outlook
- Excellent people manager, open to direction and collaborative work style
- Ability to challenge and debate issues of importance to the organization.
- Ability to look at situations from several points of view
- Delegate responsibilities effectively

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job.



JOB DESCRIPTION PROGRAMS/

OPERATIONS COORDINATOR

- High comfort level working in a diverse environment

EDUCATION, EXPERIENCE, AND/OR LICENSES:

- A minimum of two years' experience in an operational role
- High Diploma or equivalent
- Demonstrated success in collaborative management
- Must present a valid CA driver's license, and evidence of vehicle insurance and good DMV driving record.
- Must pass full background check clearance from the FBI and the State of California.

SUPERVISORY RESPONSIBILITIES:

Does this job have supervisory responsibilities? Yes: ___ No: ___

Are there subordinate supervisors reporting to this job? Yes: ___ How Many: ___ No: ___

Are there employees reporting directly to this job? Yes: ___ How Many: ___ No: ___

What is the total number of employees who report directly and indirectly to this job? How Many: ___

PHYSICAL DEMANDS:

Physical Requirement	Continually (every day)	Frequently (2-3 times per week)	Occasionally (2-3 times per month)	Rarely (less than one time per month)	Never
Seeing	X				
Hearing	X				

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job.



JOB DESCRIPTION PROGRAMS/

OPERATIONS COORDINATOR

Stooping/bending		X			
Moving around the office	X				
Driving		X			
Speaking	X				
Lifting/carrying heavy items (up to 10 pounds)		X			
Standing for long periods		X			
Working outside			X		
Using hands/fingers	X				
Reaching/overhead			X		

WORK ENVIRONMENT:

\$20.00 - \$22.00 per hour (25 hours per week) The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The environment is an indoor office environment reasonably clean, well-lit, and ventilated. Generally, little or no probability of injury or health impairment due to physical hazards and the noise level is moderate with normal business office machines and light to moderate foot traffic.

CONFIDENTIAL DATA:

This position may be exposed to confidential information about the company, our customers and other employees on a regular basis. Disclosure of such information to any outside party in a business or social context can seriously impact the company, and may jeopardize the relationship of trust we enjoy with our customers. Please refer to the Employee Handbook for additional guidelines regarding the protection of confidential data.

Management reserves the right to change this job description and standard ratings at any time according to business needs.

Employee Signature

Employee Name

(Print)

Date



JOB DESCRIPTION PROGRAMS/

OPERATIONS COORDINATOR

Approval Level	Name	Signature	Date
CEO	Shakoya Green Long		

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job.