



## **Delivering Innovation in Supportive Housing (DISH) Job Announcement: Operations Manager**

Delivering Innovation in Supportive Housing (DISH) is looking for an Operations Manager. This position reports to the Deputy Director. The Operations Manager is a full time exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete key assignments and related tasks on schedule.

The Operations Manager collaborates on, develops, implements and manages administrative and human resources systems in the service of DISH's mission. The position includes a great deal of variety in the work and requires exercising a high level of independence and independent judgment. The Operations Manager must be highly organized, able to plan and track multiple projects and to communicate effectively with coworkers, tenants and outside agencies. The Operations Manager will supervise 1 or 2 administrative support staff.

Position Overview: Qualified Applicants must be interested in:

- Ending homelessness with a housing first approach in a harm reduction setting
- Being part of the start-up team for a new supportive housing project with a short timeline for rent-up
- Providing great customer service in a supportive housing setting
- Implementing nontraditional approaches to property management in a social justice and racial justice context
- Ensuring compliance with all applicable laws and regulations
- Developing a supportive environment for all tenants using trauma-informed approach
- Interacting with and overseeing vendors in partnership with the Facilities Department
- Collaborating with onsite support services providers, the San Francisco Department of Homelessness & Supportive Housing (HSH), the Veteran's Administration (VA) and other DISH site staff in pursuit of excellence.

**AGENCY DESCRIPTION:** Delivering Innovation in Supportive Housing believes that everyone deserves a home. Every day, we provide high-quality, permanent housing to San Franciscans who suffer from serious health issues—because with our help, they can get off the streets, rebuild their lives, and strengthen our communities. For more information, visit [dishsf.org](http://dishsf.org).

**Our Mission:** Delivering Innovation in Supportive Housing (DISH) strives to provide excellent property management services to help end homelessness in San Francisco. DISH, a project of the Tides Center, provides custom property management services exclusively to the HSH's Direct Access to Housing program. Through its work, DISH hopes to demonstrate the healing effects of home and stable community, to reinforce the self-worth of persons who have not had

access to a clean, beautiful place to live, and to involve tenants in healthy and life affirming activities by drawing upon the diverse opportunities in San Francisco.

### **Our Values:**

- Demonstrate excellence: In our work and in our interactions.
- Stay focused: On what's most important and within our control.
- Under-promise and over-deliver: Managing expectations along the way.
- Use initiative and innovation: Improving our services and performance.
- Be fair and consistent: Implementing our policies and procedures.
- Be mindful and prudent: With income and expenses.
- Be respectful and hopeful: With tenants, partners, coworkers, and ourselves.
- Be open: To different opinions, challenging discussions, and taking risks.

### **DISH Service Commitments:**

1. Warm greetings & interactions every chance we get
2. Professional appearance every day
3. Service through helping
4. Be present and respectful at all times
5. Stay calm in the eye of the storm
6. Strive for the best environment to be in and work in

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Administration and Management**

- Develops, manages and supports organization wide administrative systems. Coordinates implementation and supports a variety of organization wide initiatives including annual tenant and employee surveys and periodic quality assurance audits
- Creates, maintains and publishes critical infrastructure documents including Policies and Procedures Manual, Human Resources Guide, Supervisor's Guide and Supplemental Policies and Procedures.
- Helps develop and implement standard operating procedures in a variety of areas for 7 residential hotels including financial management, occupancy, & tracking/reporting of outcomes, tenant communication.
- Manages the Central Office, including developing and implementing standardized office procedures, managing purchasing function and maintaining appropriate levels of office supplies and equipment. Involved in any major changes to DISH Central Office, such as office renovations or moves.
- Establishes and manages effective ongoing vendor relationships.
- Oversees Tenant/employee surveys administration and compilation. Leads bi-annual site audit.
- Provides administrative and project support to weekly Leadership Team and DISH Advisory Board meetings, coordinating agenda, taking notes, tracking follow up etc.
- Performs administrative duties as assigned by Co-Directors and the Deputy Director, including those related to bookkeeping, human resources, filing, creating forms and documents, reporting, community activities, and general office needs.
- Leads management of IT consultant that provides all IT services to DISH.

- Addresses in-person inquiries at reception desk. Maintains professional, welcoming setting for DISH Central office.
- Leads Community Advisory Board. Scheduling meetings, setting agenda, leading meetings, providing administrative support

### **Human Resources**

- Oversees and coordinates a broad range of human resource activities, including processing new hire paperwork; managing recruitment; handling employee status changes in coordination with Directors, managers and Tides; managing the TB requirement for staff, updating job descriptions; filing HR paperwork such as written warnings.
- Collaborates closely with Tides HR to develop, implement and manage HR systems.
- Leads annual and midyear performance review process, including calendaring, e-filing, tracking, updating of forms, coaching supervisors, and ensuring documents get to Tides HR.
- Work with supervisors on workers comp cases and efforts to mitigate future claims.
- Attend quarterly inter agency peer group meetings and act as lead on annual HR survey process. Assist in salary analysis in conjunction with the DISH cabinet, and enter any salary changes or bonuses.

### **Personnel Management and Staff Development**

- Supervises one or more administrative assistant(s), temporary staff, administrative intern or volunteer intern
- Leads publication of regular newsletter and other staff communication vehicles.
- Coordinates and helps develop staff training calendar, staff trainings and organizational events such as annual staff picnic and party
- Manages office furniture standardization protocols across DISH sites, including leading ordering processes and handling accommodation requests.
- Develops and implements employee recognition and reward systems in consultation with the Directors. Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Performs additional related duties as assigned by the Directors/Deputy Director.

### **EDUCATION AND EXPERIENCE:**

- One year of administrative and project management experience required. Professional training may substitute for experience.
- Ease and efficiency with Microsoft Office software suite, including extensive experience with Word and Excel and email management. MS Publisher experience a plus.
- Experience in creating forms and managing shared electronic folders across a network. Database and basic website experience a plus.
- Experience with customer service provision or client relations required.
- Experience and willingness to work in a team environment required.

- Supervision or team leadership a plus.

**KNOWLEDGE, SKILLS, and ABILITIES:**

- Commitment to the mission and values of DISH and enthusiasm for working as a team member.
- Ability to take direction from a supervisor and work independently.
- Ability to communicate work plan priorities and needs and demonstrate grace under pressure.
- Ability to assume leadership, take initiative, and exercise independent judgment.
- Ability to handle confidential personnel and financial matters.
- Strong office administrative skills, including telephone and written communication experience.
- Strong analytical skills and creativity.
- Ability to multi-task in a fast-paced work environment and ability to prioritize among competing pressing issues.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Excellent verbal, written, and interpersonal communication skills. Ability to communicate effectively with people from diverse backgrounds.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, and sit for extended periods. The employee must occasionally lift and/or move up to 30 pounds. Employee must have the ability to attend meetings, sit, listen, and use computer keyboard and mouse up to 7.5 hours per day. Frequently required to use a computer, phone, copier, and fax machine.

**Compensation**

This is a full-time, exempt position, starting as soon as possible. Starting salary DOE. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

**Equal Employment Opportunity**

DISH, a project of the Tides Center, is an equal opportunity employer. We strongly encourage and seek applications from women, people of color, including bilingual and bicultural individuals, as well as members of the Lesbian, Gay, Bisexual, and Transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, medical condition (cancer-related) or the conditions Acquired Immune Deficiency Syndrome (AIDS) and AIDS Related Conditions (ARC).

**Applying**

*Position is open until filled. In addition to a resume, applicants must include a cover letter including salary requirements expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume via DISHOpsManager@gmail.com to or via mail to Director, 232 Eddy Street, San Francisco, CA 94102. No phone calls or drops-ins please.*