



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

Delivering Innovation in Supportive Housing (DISH) is looking for an Operations Associate.

**POSITION SUMMARY:** The Operations Associate role provides high-level administrative support to the DISH Central Office, and assists with event planning, communications, in addition to accomplishing or maintaining projects related to our development and operations. The Operations Associate is a non-exempt full time position. This non-exempt employee works a standard 40-hour work week. Time beyond 40 hours must be preapproved by their manager.

**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. 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. DISH is a project of Tides.

### **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**

- Assists Operations Manager with day to day Central Office administration including: ordering/maintaining office supplies, maintaining equipment (copy machine, fax, printer,

telephones), filing of finance and human resources documents both electronically and to hard copy files.

- Helps identify organizational needs to develop and implement Central Office and DISH-wide administrative systems and maintain and manage the associated protocols and data.
- Generates electronic and hard copy forms/signage/materials, including an array of DISH document packets, meeting agendas and minutes, and reports using a variety of MS Office software programs.
- Performs standard office duties including mailing, faxing, scanning and preparing correspondence
- Assists with other projects and supports DISH Directors as needed.

**Communication, Marketing, and Fundraising:**

- Assists in developing content and publishing internal DISH publications including the periodic staff newsletter, “The DISHrag” and the periodic Tenant Newsletter.
- Assists with Spring and Fall fundraising events.

**Personnel Management**

- Provides support to Operations Manager in hiring and new employee orientation and other HR assistance as needed.
- Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.
- Assists Operations Manager on planning, coordinating, and executing trainings and other events/activities to maintain and build staff skills and morale.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Performs additional related duties as assigned by the Operations Manager.

**EDUCATION AND EXPERIENCE:**

- Minimum of 2 year administrative experience required. Professional training may substitute for this experience requirement.
- High school diploma or GED required. College degree or equivalent job-related experience preferred.

**KNOWLEDGE, SKILLS, and ABILITIES:**

- Ability and willingness to demonstrate the DISH Mission, Values, and Service Commitments at all times.
- Enthusiasm for working as a team member and ability to take direction from a supervisor.
- Ability to assume leadership, take initiative, and exercise independent judgment.
- Ability to communicate effectively through reading, writing and typing in professional English. Ability to communicate in Spanish is a plus.
- Skill in basic math is required as is the ability to follow instructions and accurately complete standard templates and forms.
- Ability to handle confidential personnel and financial matters appropriately.

- Strong administrative and project management skills. Proficiency and efficiency with Microsoft Office software suite, including extensive expertise with Word and Excel and email management. Expertise in database and Microsoft Project Manager a plus.
- Strong analytical skills and creativity. Ability to multi-task in 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.
- Expertise and willingness to work in a team driven environment.
- Excellent verbal, written, and interpersonal communication skills.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.
- Ability and willingness to foster a professional and welcoming environment in all interactions with colleagues, residents, visitors and vendors, regardless of differing backgrounds, beliefs, choices and identities.
- Experience with event planning/coordination is a plus.
- Experience with graphic design concepts or applications is a plus.

### **Compensation**

This is a full-time, non-exempt position starting as soon as possible. Pay rate will be \$25-27 per hour depending on experience. Compensation is commensurate with experience and 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 expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume via [dishdco@gmail.com](mailto:dishdco@gmail.com). No phone calls or drops-ins please.*