



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Administrative Assistant

DISH is looking to hire an Administrative Assistant to join our team. The Administrative Assistant provides high-level administrative support to the DISH Central office, assists with financial tasks and reporting, development, and performs special projects related to our facilities and operations

The Administrative Assistant is a non-exempt full-time position. This non-exempt employee works a standard 40-hour work week with a starting pay rate of \$26.00. Time beyond 40 hours must be preapproved by the manager. This position will report to the Facilities Coordinator & Project Manager.

Due to the nature of the work, it is a requirement that all employees must be fully vaccinated against COVID-19.

Qualified Applicants must be interested in:

- Making a difference in the world and providing great customer service!
- Assisting in the day-to-day operation of their property
- Providing building oversight and administrative coverage when the General Manager is absent
- Performing a variety of responsibilities, including a range of administrative duties, front desk coverage, and scheduling of desk clerks
- Ensuring a high standard of customer service, cleanliness, and a hazard-free environment

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.

Delivering Innovation in Supportive Housing (DISH), a project of Tides Center, strives to provide excellent property management services to help end homelessness in San Francisco. Our guiding principle when we started remains a steadfast focus: be an effective and nimble organization dedicated to housing adults with complex health, mental health, and substance use issues in supportive housing. We continue to deliver strong, measurable outcomes and get high marks from the tenants we serve. DISH works closely with the San Francisco Department of Homelessness and Supportive Housing, which provides a broad range of voluntary social services, medical care, and referrals to the tenants we serve. For more information, visit 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, provides custom property management services exclusively to the San Francisco Department of Homelessness

and Supportive Housing'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

- Assists with day-to-day Central Office administration including: ordering/maintaining office supplies, maintaining equipment (copy machine, fax, printer, telephones), sorting mail, greeting all guests, monitoring entry and access to DCO, etc.
- Manage Facilities supply ordering process and tracking of supplies and inventory
- Assists with other projects and supports DISH Directors as needed.
- Supports document development and production (forms, flyers, reports, manuals, etc.) using MS Office Suite and other document software.

Program/Site Support:

- Provides administrative support as needed to the DISH housing sites.

Facilities & Finance

- Helps manage financial data, creates, and produces regular reports on site occupancy, budget projection, and other actives using Salesforce and NetSuite.
- Create and maintain vendor relationships, including invoice tracking, order management, price comparison, etc.,

- Coordinating and maintaining weekly facilities leadership team meetings, including managing calendars, finalizing agenda, ordering food, etc.
- Enters and reviews all invoices in the accounting database and processes income at the Central Office and as needed, at the DISH building sites. Provide support with any finance reporting and projects, including but not limited to end of year for reporting, finalizing invoices for the fiscal year, etc. Assists in the production of reports as needed.

OTHER DUTIES AND RESPONSIBILITIES:

- Performs additional related duties as assigned by the Facilities Coordinator Project Manager and 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.
- Has minimum 1-2 experience with accounts payable/accounts receivable and/or budgeting
- Has a minimum of 2-years experience with managing and executing projects and/or directives

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.

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 reach, bend, walk, stand, and sit for extended periods. The employee must occasionally lift and/or move office supplies and/ or packages weighing up to 15 lbs. 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. Must be able to travel between the DISH Central office and DISH residential properties on a regular basis.

ORGANIZATIONAL RELATIONSHIPS

Works closely with Deputy Director and Facilities Director. Also works with co-workers, outside vendors, and tenants.

WORK ENVIRONMENT:

Incumbent will work in a shared office space with moderate noise level and periodic interruptions. as well as occasionally working in one or more of our Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 years old and have had varying capital and cosmetic improvements. Typical shifts are weekday and daytime. Special projects and on-call emergency response may require occasional schedule changes.

COMPENSATION:

This is a full-time, exempt position starting as soon as possible. Starting pay is \$26/hour and dependent on experience. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

TIDES EQUAL EMPLOYMENT EQUAL OPPORTUNITY STATEMENT

DISH, a project of Tides Center, is an "at-will" and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance.

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 to dishdco@gmail.com. No phone calls or drops-ins please.