

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

Job Title: Operations Coordinator

Reports to: Operations Manager

FLSA Status: Non-Exempt

Approved Date: December 2024

**POSITION SUMMARY:** The Operations Coordinator provides high-level administrative support to the DISH Executive Director, leads projects related to our development and operations, assists with event planning, communications, finance, development, The Operations Coordinator 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 the manager. This position will report to the Operations Manager.

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

#### **Administration and Management**

- Performs administrative duties as assigned by DISH Directors and Operations Manager including meeting scheduling and facilitation, document development and production and project management.
- Provides administrative and project support to DCO and DISH Operations Team meetings, coordinating agendas, taking notes, tracking follow-up, etc.
- Distributes Emergency On-Call list to all DISH sites on a monthly basis or as needed.
- Supports the DISH Advisory Board by attending, staffing and conducting administrative support for Advisory Board and sub-committee meetings. Tasks include preparing meeting materials, taking notes, and maintaining databases as needed.
- Collaborates with Administrative Assistant to ensure mail is being regularly checked at various locations and relayed to the correct contacts.
- Monitors DISH external email inboxes.
- Coordinates holiday events for staff and tenants including DISH staff picnic, DISH staff holiday party, and the tenant holiday meals.
- Coordinates and supports the mandatory annual tenant survey process and regular site audits of DISH locations.
- Supports Operations Team with the management of DISH office spaces and staff key management and distribution.
- Maintains vendor relationships, such as printer services at the sites and vendors for venues, caterers, and interpreters for DISH meetings and events.
- Assumes responsibility for special projects as assigned by DISH Directors and/or Property Supervisors/Operations Team.
- Assists with other projects and supports DISH Central Office as assigned by Operations Manager.

#### **Communication, Marketing, and Fundraising:**

- Leads publication of regular staff newsletter and other staff communications such as the DISHrag.

- Provides occasional support to Fund Development team as needed for events and major campaigns.

### **Personnel Management**

- Provides support to Operations Manager in hiring and new employee orientation and other HR assistance, such as payroll distribution, as needed.
- Coordinates with departments to make updates to the DISH Policies and Procedures manual as needed.
- Assists Operations Manager on coordinating trainings and other events and 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.

### **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 Operations Manager and Co-CEOs. 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.

#### **TIDES EQUAL EMPLOYMENT 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.

#### **COMPENSATION:**

This is a full-time, non-exempt, hourly paid position starting as soon as possible. Salary ranges \$30-32/hr dependent on experience. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

#### **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 a cover letter and resume to [dishcentraloffice@gmail.com](mailto:dishcentraloffice@gmail.com). No phone calls or drops-ins please.*