



Operations Coordinator

Department: Operations
Reports to: Operations Manager
FLSA Status: Non-Exempt

Position Overview: The Operations Coordinator is a partner in the management of Operations for SAHA and its main office. The Operations Coordinator is responsible for the day-to-day operations of SAHA's main office and provides administrative support to the Operations Manager, Chief Operating Officer, and Chief Executive Officer.

Primary Duties & Responsibilities include but are not limited to the following:

- Manages the day-to-day operations of the front desk and main office including: ensures electronic faxes and mail are routed to the correct party; aides in the preparation and mailing of FedEx mail; orders office & janitorial supplies and equipment; ensures office equipment, such as copiers, postage machine, and office phones are in working condition at all times; ensures that common areas are neat and free from clutter.
- Provides customer service to all office visitors and callers, including providing referrals to our housing resources and fielding questions about the organization.
- Maintains organization's directories; updates and disseminates as necessary.
- Assists in coordinating maintenance and janitorial work orders for the office.
- Creates ID badges for new employees and assists with on-boarding set up.
- Works with home office vendors to resolve any disputes with agreed upon service.
- Assists with planning all staff meetings, fundraisers, board retreats, main office events and other special events.
- Provides administrative support for special projects assigned by leadership staff throughout the organization, which can include: assisting in coordinating events, mailings and Board of Directors meetings and materials.
- Performs additional duties as assigned.

Qualifications: Skills, Knowledge and Abilities

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Minimum 1 years of experience in office management or customer service, or a combination of education and experience.
- Experience and/or knowledge of affordable housing industry a plus.
- Bachelor's degree (in any field) is a plus.

Abilities and Attributes:

- Excellent written and oral communication skills required. Must also be able to edit own work for spelling and grammar. A writing sample will be required.
- Excellent interpersonal skills with ability to work collaboratively with different levels of management, Board of Directors and outside consultants. In addition, ability to work well with individuals from diverse socio-economic and ethnic backgrounds.

- Strong computer skills in MS Office, specifically in Excel, Word and Outlook. Experience with Adobe Acrobat a plus.
- Minimum typing speed 45 WPM.
- Ability to adapt to changes in the work environment, manage competing demands and ability deal with frequent change, delays or unexpected events.
- Ability to identify and resolve problems/conflicts in a timely manner. De-escalation skills also required.
- Ability to be discreet when necessary and maintain confidentiality.
- Ability to demonstrate accuracy and thoroughness and monitor own work to ensure quality.
- High attention to detail and strong organizational skills with the ability to perform multiple functions simultaneously in a timely manner.
- Ability to remain open to the ideas of others and exhibit willingness to try new things.
- This position requires initiative and follow-through on all tasks.

Supervisory Responsibilities:

None

Mathematical Skills:

- Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply concepts such as fractions, percentages, and proportions to practical situations.

Physical Demands:

- Simple grasping and fine manipulation, sitting at a desk, and using a computer and telephone for extended periods of time.
- Intermittently twisting to reach objects near the desk, standing, walking, bending reaching and occasionally lifting or moving objects which may weigh up to 25 pounds.

Work Environment:

This job is mainly conducted in an open office environment where noise and temperature variations are minimal.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the current position, management reserves the right to modify the position or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

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