

**North Carolina Coalition Against Domestic Violence
Job Description**

Operations Coordinator

Hours:	9am-5pm, M-F; occasional evening and weekend work required
Location:	Durham, NC
Reports to:	Director of Finance
FLSA Status:	Full-time, Exempt
Salary Range:	\$46,000 - \$51,000 annually, dependent on experience and skills, plus full medical benefits, dental benefits, and paid time off.

Position Description

Under the supervision of the Director of Finance, the Operations Coordinator will be responsible for the coordination of the agency's operations including office management, human resources, and assistance with communications. This is a mid-level position in the agency and thus is expected to lead and take responsibility for the areas assigned. This role requires a demonstrated high level of attention to detail as well as an ability to strategically organize tasks, and the desire, knowledge and ability to create and implement new processes and procedures to increase efficiency and effectiveness.

This role requires someone who is skilled at managing a multitude of requests from various people at the same time, effectively organizing work and communicating in a friendly, professional and informed way with both external and internal constituents. The work of this position affects every employee at the agency as well as the agency's clients and partners, thus it is critical that the person in this role is able to communicate clearly and effectively with a wide audience.

NCCADV Mission

The mission of the North Carolina Coalition Against Domestic Violence (NCCADV) is to lead the state's movement to end domestic violence and to enhance work with survivors through collaborations, innovative trainings, prevention, technical assistance, state policy development, and legal advocacy.

We believe that patriarchy, gender inequality, and all oppressions play a central role at the individual, institutional, and cultural levels in creating and maintaining an environment which accepts domestic violence. We believe it is vital to understand and advocate for the elimination of all forms of oppression, including, but not limited to: sexism, racism, and homophobia. We believe it is critical to serve all domestic violence survivors, regardless of race, age, class and ethnic group, sexual orientation, gender identity, mental and physical abilities, religious and spiritual beliefs, and immigration status. We know oppression comes in many forms and leads to secondary issues for survivors; we strive to serve all survivors of domestic violence and their respective needs.

We believe that through the power of our shared experiences and collective voice, we can work together to create individual, institutional, and cultural change. We work intentionally and actively work to create safe spaces for survivors of domestic violence. We believe the voice and experience of survivors must be the foundation of our work, and that the domestic violence movement can change society.

Position Summary

Under the supervision of the Director of Finance, the Operations Coordinator will be responsible for the coordination of the agency's operations including office management, human resources, and assistance with communications.

Primary Job Responsibilities

Communications:

1. Serve as first point of contact for those contacting and visiting the Coalition. Answer incoming phone calls and transfer to the appropriate staff member; check and respond to voicemail each day; refer callers to the appropriate services when necessary
2. Maintain NCCADV website including updating content, coordinating staff access to editing website, and managing contract with website developer
3. Coordinate, create and distribute electronic Weekly Digest newsletter
4. Coordinate NCCADV's social media presence
5. Manage annual membership renewals including communication and follow up with member DV agencies, renewal invoices and thank you letters. Help to maintain an up to date membership database
6. Assist with preparatory and on-site logistics for organization's primary training events, including semi-annual Membership Meetings and bi-annual Conference, and coordinate NC's Silent Witness program pick up/drop offs

Office Management:

7. Coordinate computer, office phone system, cell phone, photocopier, and other technology service needs for all staff members; maintain schedule of vendors and contract renewals, obtain bids as necessary to keep rates competitive; orient new staff members to office technology and software applications
8. Problem solve basic computer and IT issues and communicate more complex needs to IT support provider
9. Act as primary point of contact with building management/maintenance company, and coordinate facilities related needs
10. Order office supplies, coding items to appropriate grants at time of order and maintain schedule of supplies needed
11. Develop and maintain office furniture and equipment inventory
12. Collect and distribute agency mail to appropriate staff members

Human Resources:

13. Act as the primary contact for employees regarding employee policies and benefits; process new/changed employee HR and benefits forms

14. Act as the primary contact for all benefits and insurance providers, and lead the annual renewal processes for all insurance coverage (employee and agency insurance)
15. Coordinate and improve intern program, including scheduling and space negotiation each semester, volunteer policies and forms, and tracking donated time per funder requirements.
16. Keep current all human resource-related documents and policies, including maintaining and updating the employee manual and organizational chart
17. Lead the annual performance review process
18. Maintain ongoing knowledge of human resource best practices
19. Assist with processing payroll and timesheets twice monthly
20. Assist with board of directors' forms, orientation packets, copies, contact information, etc

Other:

- Participate in NCCADV staff meetings, in-service trainings, committees, and agency-wide organizational/strategic development work
- Act as backup for other administrative and finance team staff, as needed
- Other duties as assigned by supervisor and/or Executive Director

Qualifications:

1. Must embrace the mission of NCCADV with a commitment to ending intimate partner violence; understanding of and commitment to issues of cultural diversity; and the ability and willingness to work with people from a variety of backgrounds and experiences.
2. Have at least 3-5 years of experience directly related to human resources, office management, and/or program management. Non-profit experience preferred. The successful candidate will most likely have had management experience with a non-profit or for-profit organization.
3. Significant experience with Microsoft Office applications, Adobe PDF, PC and Mac computers, computing networks, photocopiers, and other common office software and equipment.
4. Well-developed organizational skills, time management skills and strong attention to detail. Strong ability to organize and manage work successfully.
5. Ability to express information clearly in written, oral and visual formats. English language fluency required; Spanish language fluency preferred.
6. Ability to develop and maintain cooperative relations with diverse groups of individuals, organizations and government agencies. Ability to manage requests from multiple sources and respond thoroughly, timely and professionally.
7. Commitment to contributing toward a positive work culture.
8. Access to reliable transportation; minimal in-state travel requiring overnight stay required.

NCCADV is an equal opportunity employer. We are committed to employment policies and procedures assuring all qualified persons are accorded equal opportunity for employment, promotion, and training. We strongly encourage survivors of intimate partner violence to apply. We welcome and encourage applicants from diverse groups to apply including, but not limited to African-American, Latinx, Native American, Asian/Pacific Islander, and

LGBTQ persons. We also welcome people from all national origins, religions, ages, & ability statuses.

To apply: Send a cover letter and resume detailing your qualifications to Agatha Buell Eggers, Director of Finance at nccadv.finance.hiring@gmail.com. No phone calls please. Applications will be reviewed on a rolling basis beginning May 15th. Anticipated start date June 2017.