



Transforming Parents' Lives. Improving Children's Futures.

Operations Administrator

Summary/objective:

The Operations Administrator is the primary liaison between operations and administrative staff, as well as a variety of operational service contractors. Position is responsible for a variety of administrative, light accounting, business, facility and procurement-related duties, as well as general assistance to the VP of Strategy Finance & Operations. This is a full-time position working Monday through Friday and reporting to the Director of Human Resources.

Warren Village recognizes that our backgrounds are broad and our talents are many, from different lived experiences. We value and leverage our differences to encompass and reflect the communities we serve. We align our policies, practices and resources so that people of all races, cultures, identities and socioeconomic status may feel valued and respected.

Essential Functions and Responsibilities:

- **Administrative, Accounting & Human Resources duties**
 - Maintains clear ownership over the 1300 Gilpin administrative offices in terms of appearance, facility and storage needs. Works with staff and cleaning contractor to ensure kitchen, meeting rooms, entry and building exterior are regularly tidy and presentable
 - Assists the VP of Strategy, Finance & Operations with a variety of administrative business tasks related to required city and state filings, tax exempt paperwork, general administrative assistance, systems research, insurance needs and others as directed
 - Serves as the point of contact for all cell and land line phone services, including repairs and supplies, trainings, contract compliance, staff directory, extension transfers and name changes as needed
 - Retrieves mail for 1300 Gilpin and completes mail log daily for finance and development teams; position serves as receptionist for organization and monitors general voicemail box
 - Completes all supply ordering for 1300 Gilpin staff
 - Primary contact with offsite storage vendor. Enacts records retention and destruction in accordance with appropriate policies as directed; monitors storage and access as necessary with accurate inventory
 - Handles accounting duties such as rent deposits, recording Learning Center tuition payments, monthly credit card reconciliation process, pulling invoices from a variety of websites, general vendor correspondence, regular filing both hardcopy and electronic files, and other as assigned
 - Provides Human Resources administrative support with onboarding and orientation of new staff, ongoing trainings and filing assistance
 - Provides assistance as requested by Executive & Board Administrator with all-staff meetings or activities

- **Technology**
 - Serves as the point of contact for Warren Village's external IT vendor, and provides internal IT support for staff. These responsibilities include:

- * Managing the IT vendor Helpdesk portal and service requests; ensuring contract compliance
 - Researching and recommending software and organization-wide programs to aid in efficiency and communication
 - Developing/maintaining technology plan and equipment lists, completing equipment purchases with clear picture of yearly replacements and budget requirements
 - Overseeing organizational cybersecurity efforts including trainings and reminders to staff
 - Coordinating IT-related aspects of on- and off-boarding of staff, including user setup, hardware and software needs
 - Streamlining, procuring, and completing fail-safe directions to enable 'plug and play' use for web-conferencing, calls, video needs, donor and board meetings and overall technology needs in 1300 Gilpin and as needed in other departments
 - Serves as the point of contact and monitors contracts for all copier and printer service and issues
 - Provides hardcopy and electronic filing for all general organizational files for Warren Village common electronic files and servers
- **Facilities & Safety Operations**
 - In conjunction with facilities team, researches and corresponds with various facility and infrastructure vendors to compile bids and complete contract processes for cleaning services, snow removal and landscaping, internet, off-site storage, waste & recycling, postage meters, fire and security services, fencing, playground maintenance, and others across all Warren Village facilities as requested
 - Completes necessary vendor paperwork (W9's, etc.) for operations vendors. Assists the facilities team with supply and key orders for apartment move-in and out as requested
 - Completes risk and safety purchases across organization, monitoring personal protective equipment (PPE) use and needs, safety items for all staff and facilities, resupplying as needed
 - Conducts ongoing assessment and walk-throughs of all facilities for risk and safety needs, recommends trainings and PPE as necessary to Facilities staff

Minimum Requirements:

- Associates degree (AA) or equivalent from a two-year college or technical school in business or any Human Services-related field
(*Education substitute: 2 years of related experience for one year of education*)
- Three years or more prior experience in office administration, procurement, business operations, construction or facilities assistance
- Working knowledge of computer software/technology, infrastructure and systems
- Experience working with diverse and/or marginalized populations

Preferred education and/or experience:

- Bi-lingual, particularly Spanish speaking a plus
- Prior experience working in a nonprofit environment a plus
- Prior experience in construction related administration, accounting or project management.

Work Environment:

The working environment is that of a typical office setting. The employee is occasionally exposed to moving mechanical parts from filing cabinets, printers and computers, etc. The noise level in the work environment is usually quiet to moderate.

Physical Demands:

While performing the responsibilities of the Operations Coordinator, the employee is required to talk and hear. The employee is often required to sit and use his/her hands and fingers, to handle or feel. The employee is also required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch, or crawl. The vision abilities required for this job include close vision.

Salary & Benefits: \$26.48 – \$29.88/hour DOE.

Attractive benefits package, including generous paid time off (sick/vacation days) and 12 holidays. One-week closure in both winter and summer (paid outside of PTO). Matching employer 403(b) plan. Comprehensive and affordable medical, dental and vision plans for employee and dependents. Virtual telemedicine program. Voluntary supplemental Short-Term Disability and other similar benefits. Plus, company paid life and long-term disability insurance paid and Employee Assistance Program. FSA and HSA accounts. Comprehensive paid leave plans. Professional development and tuition reimbursement opportunities. Discounted Early Learning services available.

To Apply: Interested candidates should submit the following items (as separate PDF attachments) to careers@warrenvillage.org. Subject line: **Operations Administrator**

1. Resume
2. Cover letter*

* When determining if a candidate is a good fit, we look at more than the jobs you have been paid to do but the ranges of ways you have picked up skills and knowledge through your life. If you feel you have lived experiences that may contribute to your experience for the position, please document in cover letter.

Only applicants selected for an interview will be contacted.

The above declarations are not intended to be an “all-inclusive” list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender identity, age, disability, marital status, or another protected category. If you have a disability or special need that requires accommodation, please contact us at careers@warrenvillage.org.