



Operations Director

The Seattle King County Coalition on Homelessness is hiring an **Operations Director** who will ensure internal operations function smoothly and contribute to the organization's sustainability. In addition, this person will serve as a strategic partner to the Executive Director and provide critical support to implement strategy. This is a new, full-time, exempt position reporting to the Executive Director.

The Coalition is a trusted and respected voice in our community as an advocate for people experiencing homelessness. We are a member-based organization whose mission is to mobilize our community to challenge systemic causes of homelessness and advocate for housing justice. We envision a region that acts on a shared sense of responsibility to ensure everyone has a home. Our core values are Equity, Justice, and Collective Action. For more information on the Coalition, please visit www.homelessinfo.org.

The Operations Director is a critical leadership role in a small, dynamic, and highly collaborative organization. Primary areas of responsibility include: 1) Operational Leadership, 2) Financial Management, 3) Personnel Management and 4) Strategy Support.

Position Key Roles

Operational Leadership

- Assess, recommend and implement improved business processes, information flow and management, and organizational planning.
- Coordinate and administer human resources functions, including new employee onboarding, compensation, benefits management, and legal compliance.
- Manage and oversee information technology and systems including: CRM and other databases, email, website, phone system, and security of key organizational data.
- Oversee facilities maintenance needs and coordinate with building landlord.
- Manage organizational contractor relationships.
- Prepare and produce documents and reports required for Executive Director and/or Board review
- Attend Board and committee meetings, as appropriate.

Financial Management

- Oversee financial systems and work closely with the contract bookkeeper/accountant to ensure timely and accurate entry and tracking of financial data including invoices, membership dues, donations, and reimbursements.
- Work with ED and accountant to develop, prepare and monitor budgets and collaborate on production of all financial reports and reconciliation activities of the organization including all monthly, quarterly, and year-end closes.
- Provide regular reports for and work closely with the Board Treasurer to develop dashboard and summary for board meetings.

- Update and implement system of internal financial controls.
- Oversee and act as primary contact for organizational banking accounts.
- Monitor and track lobbying-related expenditures in accordance with 501(h) requirements and local & state laws.
- Maintain calendar of fiscal and legal obligations and ensure timely compliance.

Personnel Management:

- Provide supervision, leadership, and guidance to two full-time employees (Membership Organizer and Administrative Coordinator).
- Review and approve timesheets.
- Conduct employee evaluations and coordinate professional development activities.
- Ensure that all appropriate personnel records are kept and that personnel practices conform to state and federal labor laws and the agency's Personnel Policies and Procedures.
- Recruit qualified and diverse applicants for new staff and contracted positions.
- Develop and implement process to on-board new employees.
- Research and make recommendations regarding staffing levels, salary, benefits, and arrange for regular review and revision of Personnel Policies and Procedures.
- Facilitate resolution of any employee grievance or complaint lodged against the agency.
- Establish and maintain a supportive and productive work environment.

Strategy Support:

- Partner with Executive Director to ensure organizational strategies and programs fulfill the Coalition's mission.
- Provide high level program support for key Coalition initiatives, such as training and education, annual membership drive, and major events and special projects.
- Strengthen performance management and evaluation process, setting and measuring progress against organizational goals identified in the strategic plan, guided by and accountable to the voice of the communities we serve.
- Work with Executive Director and fundraising consultant to initiate and cultivate relationships with funders, major donors, and business sponsors.

Required Skills and Experience

- Minimum of five years' experience in a non-profit environment.
- Minimum of two years' direct supervisory experience.
- Understanding of how structural racism and other systems of oppression contribute to homelessness and related issues of poverty, mental illness, substance abuse, sexual assault, and domestic violence.
- Demonstrated experience in fiscal management and budget development.
- Ability and aptitude with technology and database management, specifically: database systems (i.e. Salesforce, Salsa or other CRM), internet technology and Office Suite.
- Collaborative, calm, and confident with an ability to unite and engage staff.
- Strong project management and leadership skills with a bias for action.
- Ability to adapt and exercise flexibility in a fast-paced, fluid work environment.

- Excellent written and interpersonal communication skills.
- Commitment to mission, vision, and values of the Coalition.
- Ability to communicate and work effectively with individuals from diverse economic circumstances, cultural and ethnic backgrounds, physical and mental abilities, and sexual orientation.
- Valid WA driver's license and proof of insurance.

Working Conditions

Work normally takes place in a small office with a dynamic shared-workspace environment. Due to the current stay-at-home order in place in King County and Washington, staff are working primarily from home; work may continue to take place partly or primarily from home depending on shifting public health guidance.

Work performance includes long periods of sitting, working on a computer.

Some evening and weekend hours are required.

The Coalition offices are located on the third floor of an older building without elevator access. Stairs are steep.

Salary and Benefits

Starting Salary: \$70,000 - \$80,000 annually (Exempt)

Benefits: Generous benefits package including 100% employer paid medical, vision, & dental insurance, Orca card, and Employee Assistance Program. SEP IRA retirement account contribution. Flexible Paid Time Off (20 days plus holidays.)

How to Apply

To apply, email a current resume highlighting relevant experience and skills; a cover letter describing why you are applying, how your previous experience qualifies you for this role, and where you found out about this position to: hr@homelessinfo.org. with "Operations Director" in the subject line.

For priority consideration, please apply by 5.00 p.m. on Sunday, June 21, 2020.

Equal Opportunity Employment

The Coalition on Homelessness is committed to a policy of equal employment opportunity; treats all employees and applicants equally without regard to race, color, creed, religion, sex, sexual orientation, gender identity, age, national origin, citizenship, veteran or marital status, sensory, physical or mental disability and all other groups protected by law; and promotes diversity in its workforce.