

About the Coalition on Homelessness

The Coalition is a trusted and respected voice in our community as an advocate for people experiencing homelessness. We are a membership 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**. By **equity** we mean to center race in the fight for housing justice, as white supremacy and structural racism cause disparities in who experiences homelessness; **Justice**: to uphold the dignity and civil rights of people experiencing homelessness or housing insecurity; and **collective action**: to collaborate, unite, and act to build power. For more information, please visit www.homelessinfo.org.

Position Summary

The Seattle/King County Coalition on Homelessness is hiring a half-time **Operations and Systems Manager** who will contribute to the organization's sustainability by ensuring internal operations function smoothly. This position will supervise, support, and mentor the Office Manager and work with contract accountant and bookkeeper. This position reports to the Executive Director (ED) and works with the ED and the Board Executive Committee. This is a salaried, exempt .5 FTE (20 hrs./week) position with full benefits.

Key Roles

Organizational Sustainability: Ensure that internal financial, operational, and people systems and procedures are completed and monitored to support effective and sustained operations and strengthened capacity.

Internal Systems: Strengthen and implement improvements to operational infrastructure and systems.

Management: Provide leadership in administration, financial management, and executive and board support; supervise and support Office Manager; other duties as assigned.

Essential Duties and Responsibilities

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 on-boarding, compensation, benefits management, and legal compliance.
- Manage and oversee information technology and systems including CRM, mass email service, website, phone system, and security of key organizational data.
- Support the Board of Directors and its committees.
- Prepare and produce documents and reports required for Executive Director and/or Board review.
- Update and maintain internal and external organizational documentation, including Operations Manual, Staff/HR manual, Board Operating Policies.

Financial Management

- Oversee financial systems and work closely with contract bookkeeper and accountant to ensure timely and accurate entry and tracking of financial data including invoices, membership dues,

donations, and reimbursements.

- Work with ED, Board Treasurer, and accountant to develop, prepare and monitor budgets and collaborate to produce all financial reports and reconciliation activities of the organization including all monthly, quarterly, and year-end closes.
- Manage organizational contractor relationships: review various contracts which can include funding contracts, contracts for services and contractors, hire and supervise contractors (including IT, events support, 990 preparer, website designer)
- Update and implement system of internal financial controls.
- Maintain calendar of fiscal and legal obligations and ensure timely compliance.
- Develop and enhance fundraising infrastructure, including grants management and sponsor relations

Essential Knowledge, Skills, and Abilities

- Minimum of five years' experience and progressive responsibility in a for-profit or non-profit workplace.
- Demonstrated experience in fiscal management, budget development and monitoring.
- Ability and aptitude with technology and database management, specifically: databases (i.e. Salesforce 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.
- Excellent written and interpersonal communication skills and supervisory experience.
- Commitment to mission, vision, and values of the Coalition.

Working Conditions

This position is eligible for partial remote work upon approval of supervisor after the initial 90-day onboarding and training period. Due to the ongoing COVID-19 pandemic, the office has adopted a hybrid model of in-person and remote work. We take seriously our responsibility to protect staff and community health by limiting the spread of disease: Workplace protocols are guided by the best current information and guidance provided by local, state, and federal public health agencies. The Coalition requires staff to provide proof of updated COVID-19 vaccination in accordance with applicable Washington State law.

Compensation and Benefits

Starting Compensation: Salary range \$40,000-45,000 (based on .5 FTE)

Benefits: Generous benefits package includes 100% employer-paid medical, vision, & dental insurance for employees, commuter benefits (Orca card), and Employee Assistance Program. SEP IRA retirement account contribution. Flexible Paid Time Off (20 days plus 11 paid holidays.) Flexible scheduling by approval of supervisor.

To apply: Send resume and cover letter to hr@homelessinfo.org with "Operations Manager" in the

subject line. **Attachments in .pdf format preferred.**

- Current resume highlighting your relevant experience and skills.
- A cover letter that describes why you are applying for this position and how your previous experience qualifies you for this role. Please include your preferred start date if hired.

Resumes will be reviewed as they are received, with preference given to applications received by midnight PST on March 21st, 2024. This position is open until filled. Interviews will be conducted on a rolling basis. Please note that we will only review resumes and evaluate candidates whose cover letters are responsive to the position qualifications.

Equal Opportunity and Commitment to Diversity and Inclusion

The Coalition on Homelessness believes that a diverse workforce and an inclusive workplace culture enhance our ability to fulfill our mission. As an organization working to ensure safety, housing, and justice for people who are often marginalized by society, we seek to bring our values into the workplace through creating an inclusive work culture where our policies and procedures, including recruitment and hiring, reflect our commitment to social justice, and where all our staff feel valued. We are committed to providing a culture of mutual respect where equal employment and promotional opportunities are available to all applicants and staff 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, housing status or history, and any other characteristic protected by applicable law. We prohibit discrimination and harassment.