

# Job Description

**Title:** Operations Associate  
**Starting Hourly Rate:** \$24.04  
**Reports to:** Director of Housing and Operations  
**Unit:** Administrative

**Regular Full Time:** 40 hours per week  
**Grade:** n/a  
**Non-Exempt**  
**Start Date:** September 2020

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## Principal Responsibility:

At Homeward Bound of Marin we end homelessness in Marin County through affordable housing development, supportive services, job training, and social enterprise; if this excites you, then we want to hear from you!

We're seeking an Operations Associate! Reporting to the Director of Housing and Operations, the Operations Associate is responsible for the business, clerical, and data entry functions of the administrative offices and various programs.

This is an exciting opportunity for a mission-driven, hands-on, administrative professional looking to work independently and as a team, while contributing to a vibrant, innovative nonprofit organization with a strong business acumen.

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## MAJOR RESPONSIBILITIES:

1. Reception and Front Office Management
  - Create a welcoming environment by greeting customers, residents, donors, volunteers, vendors and community stakeholders who arrive at the office, directing them as appropriate
  - Answer and route calls to/from the general office number
  - Accept, collect, and log resident rents and donor contributions
  - Accept in-kind donations from donors and provide donation receipts as necessary (in conjunction with the Development Team)
  - Receive and route mail and other shipments arriving at the administrative office
  - Maintain the general appearance, cleanliness, and functioning of the administrative conference room and kitchen, and schedule periodic housekeeping of the administrative offices
2. Operations and IT Functions
  - Assist with office equipment contract management, procurement of office systems and supplies.
  - Maintain an adequate stock of general office supplies for administration office and offsite programs
  - Ensure/enhance the proper functioning of office equipment (copier, postage, fax machines) and responding promptly to reports of malfunctions and repair requests
  - Ensure general maintenance of VOIP telephone system, assisting with modifications and set-up of new staff mailboxes, initiate maintenance support upon malfunction
  - Assist in the management of the organization's IT and Maintenance Operations Request Calendar
  - Assist IT consultant in various task such as basic user support, deleting accounts, and setting up Office 365 accounts.
3. Data Entry and Analysis:
  - Perform data entry for the organization's *Homeless Management Information System (HMIS and Whole Person Care (WPC) system)*; provide administrative support to users.
  - In collaboration with the Program Analyst, respond to data entry request and foster systems that improve the accuracy of the HMIS and WPC intake and assessment process
4. Assist with Human Resources functions by:
  - Assist HR Manager with benefit enrollments, new hire orientations, creation of new hire packets.
  - Assisting HR Manager with background checks, reference checks, recruitment advertising, and interview scheduling.

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**Relationships:**

- Establishes and maintains open, supportive, and collaborative relationships with directors, managers, board members, and all other staff members
- Greets, communicates, and treats all organization constituents with respect, dignity, and an attitude of service
- Maintains and models confidentiality related to all resident services as well as any personnel-related issues
- Works as a team with administrative and business services staff in maintaining efficient and effective office systems; contributes in resolving conflicts and issues, as necessary
- Communicates with managers and staff regarding relevant administrative needs and issues
- Communicates with facilities staff regarding relevant needs and issues
- Communicates with office equipment vendors regarding procurement, maintenance, and servicing needs

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**Minimum Qualifications/Requirements:****Education or Training Equivalent To:**

college degree

**Minimum Years of Additional Related Experience:**

2 – 4 years of experience working in an office setting and/or administrative support role

2 –4 years of data entry experience

**Written & Verbal Communication Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of customers, clients, or employees of the organization.

**Physical Requirements:**

- Ability to sit, and use a computer mouse, keyboard, and monitor, for extended periods of time (4 – 6 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion
- Ability to lift and/or move objects weighing up to 50 pounds

**Special Qualifications & Qualities (skills, abilities, licenses):**

- Non-profit experience preferred
- Strong experience with Windows and Microsoft Office Suite software
- Prior experience using database software for entry, reporting, and analysis
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment

**EQUAL OPPORTUNITY**

It always has been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of unlawful employment discrimination. All decisions regarding recruiting, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without unlawful discrimination on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, age, disability, work-related injury claim, veteran status, political ideology, or any other factor which cannot lawfully be used as a basis for an employment decision.

**SALARY AND BENEFITS**

DOE with a competitive benefits package which includes 100% employer paid medical, vision, and dental insurance, 3 weeks' vacation, 403b retirement plan, and free lunch.

**TO APPLY**

Visit our website: [hbofm.org/careers](http://hbofm.org/careers)