

Operations Coordinator



Organization Texas Network of Youth Services (TNOYS)	Date September 2020
Position Title Operations Coordinator	Location Austin, Texas

POSITION DESCRIPTION:

The Texas Network of Youth Services (TNOYS) seeks an Operations Coordinator to support the day-to-day management of the organization. The position requires the candidate to be highly organized and efficient. They should have a keen eye for detail and knack for creative problem-solving. The Operations Coordinator will be responsible for day-to-day office administrative and human resources support as well as finance duties such as bookkeeping, maintenance of financial records, action on invoices, deposits and other special projects.

This is a critical operations position as TNOYS is currently seeking ways of improving our systems. He/she/they must have a strong internal motivation and must be comfortable juggling multiple projects and tight deadlines. The Operations Coordinator must be able to work efficiently in a fast-paced environment that requires an ability to adapt to shifting priorities, a sense of urgency, and a commitment to excellence. They must be comfortable in an atmosphere that requires creativity, initiative, and a sense of humor.

The Operations Coordinator must value diversity, equity, and inclusion and demonstrate a commitment to positively impact youth outcomes across youth-focused systems: housing and homeless services, child welfare, justice, education, workforce, health and behavioral health, and victim and survivor services. Individuals with lived experiences with these systems are encouraged to apply.

Reports to: Executive Director

Principal Responsibilities:

Office Management & Operations:

- Serve as the point person for day-to-day office management & operations, such as ordering supplies and troubleshooting office issues.
- Manage inventories for all staff such as purchase office supplies (with approval), maintain office equipment.
- Coordinate employee building access and office maintenance requests with building management company.
- Coordinate logistics for meetings and interviews, e.g. staff meetings, management meetings, board meetings, etc.
- Communicate and follow-up with vendors regarding various office management needs.

- Assist with the organization of employee related events including travel, event space, supplies, etc.
- Manage the organization's info email address, pick up and sort mail, file records (including electronically), send/receive faxes, and perform other clerical duties relevant to office communications.
- Update employee phone directory and organization chart. Maintains a database of employee contact information.
- Maintain TNOYS intranet content including institutional docs, informational resources, policies, and forms.
- Serve as point person for coordinating office technology and IT affairs. This is not an IT help desk position, but the ideal candidate will be able to connect staff to the appropriate resources they need for IT support and manage technology inventory (e.g. laptops and phones) and access to software/services (e.g. DropBox, Google Drive)
- This position will also take on other administrative and operational duties as assigned.

Human Resources:

- Support hiring manager with recruiting, scheduling, & outreach.
- Provide support maintaining personnel files in compliance with applicable legal requirements.
- Create and monitor team timesheets and provide ongoing technical assistance and support to ensure staff record time appropriately.
- Manage payroll and ensure that all payments for staff are accurate and timely.
- Oversee all TNOYS benefits information including health insurance and retirement.
- Perform new hire paperwork and onboarding.
- Provide support for staff evaluations and performance reviews.

Finance:

- Support TNOYS Finance team as needed specifically, with the use of Quickbooks, prepare checks, pay bills, run payroll, and create deposits. Maintain receipts, record payments and reconcile bank statements monthly. Partner with the Accountant and Executive Director to ensure all financial transactions are completed in a timely fashion.
- Accurately maintain financial records (receipts, invoices, reports, etc.)
- Process and track day-to-day finances including, employee reimbursements, vendor invoices, utility payments, & company subscriptions.
- Assist in the check intake, deposit, and other incoming payment processes.
- Facilitate workflow for finance processes such as contract review, end-of –year W-9 reconciliation, and month end close (MEC).
- Support accountant in accounts payable & generate reports in financial software.
- Track and manage grant deliverables and reports calendars.

Executive Director Support:

- Assist Executive Director with travel arrangements, expense reporting, calendar management, and scheduling as needed.
- Support Executive Director in planning, preparing, and managing meetings especially as they relate to the Board of Directors.

- Provide administrative support to the Executive Director, which may include handling the occasional special project.

Qualifications:

- Proven ability to organize, prioritize and complete multiple types of administrative tasks.
- Strong attention to detail and accuracy; persistent follow-through skills.
- Must show a high level of discretion with confidential and sensitive information.
- Ability to work in a fast-paced environment.
- Enjoys being a key contributor to a strong team.
- Has an eagerness to learn, adapt, and improve processes by researching & suggesting new ideas.
- Strength in multi-tasking, goal-setting and problem solving, often under tight deadlines.
- Solid organizational, written and oral communication skills; ability to effectively communicate to all levels within an organization.
- Experience with accounting software such as Quickbooks.

Salary & Benefits:

Competitive annual salary ranging from \$40,000 - \$50,000 depending on qualifications. Comprehensive benefits package, including medical and dental coverage and generous vacation, etc.

How to Apply:

To apply, please send a resume and cover letter to resumes@tnoys.org and write "Operations Coordinator" in the subject of email.

About TNOYS:

TNOYS works to strengthen services and support for Texas youth and families to help them overcome challenges and achieve healthy development. We work with young people across Texas to center their voices in the policies and programs that most affect them. Our network of members share a vision of Texas where all youth and young adults are valued, their strengths are recognized, their voices are heard and respected, and they have access to the resources, opportunities, and support they need to meet their goals.

TNOYS is an equal employment opportunity employer and strongly encourages diverse candidates to apply. TNOYS does not discriminate on the basis of race, color, religious creed, sex (including pregnancy), gender, national origin, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, veteran status, marital status, sexual orientation, gender identity, (including transgender status), weight, height, linguistic characteristics (such as accent and limited English proficiency, where not substantially job-related), citizenship status, or any other basis prohibited by law.

