



Operations Coordinator

Full-Time/Non-Exempt Position

Center for the Pacific Asian Family (CPAF) is a non-profit organization recognized nationally for its pioneering work in domestic violence and sexual assault. CPAF's multi-lingual and multi-cultural services include a 24-hour hotline, short term and long term shelters, counseling, case management, and supportive services. CPAF also provides violence prevention programs, outreach, education and advocacy on the issues of family violence and violence against women, focusing on the Asian and Pacific Islander community.

CPAF is a community based organization that draws from multiple disciplines to holistically serve individuals and families of many different sizes and cultural backgrounds. Staff work in environments where children are present and may be called upon to provide support as needed.

Summary Statement:

The Operations Coordinator (OC) shall coordinate with the Operations team to provide day-to-day oversight for the organization's four facilities, under the direction of the Administrative Director. The OC shall be responsible for developing work plans to address the operational needs of the agency, implementing the plan, and ensuring the effort meets expectations as agreed upon with the Administrative Director. CPAF provides services from several locations, three of which are confidential. Therefore the ideal candidate will be comfortable working in all locations, although he/she will be based at one site each day as much as possible. Due to the confidential nature of services provided by CPAF, the ideal candidate will be conscious of the need for security and sensitivity when potentially working around clients. The OC will be responsible for the general cleanliness and functionality of each of the locations under his/her responsibility.

Duties and Responsibilities:

- Technology and Equipment: Assist staff with troubleshooting, providing the first level of support for software installation and use, email, CPAF databases and connectivity issues. Work at the direction of the IT consultant and the Administrative Director when necessary to ensure the efficient use of office equipment. Basic computer skills are required, but an understanding of IT support and relational databases is preferred. Address phone and office equipment repair and maintenance issues as they arise; and handle the on-site acquisition, use and inventory of all equipment and furnishings.
- Oversight of Facilities and Agency Vehicles: Responsible for facility health, cleanliness and safety through regular surveys of all locations, addressing repair and maintenance needs as they arise, responding to emergencies during off-hours if requested by managers or directors, collecting bids from outside vendors and overseeing their work, and identifying ways to improve environmental efficiency. Maintains a database of vendors and record of repairs and services. Provide on-site supervision of renovations, repairs and relocation projects as necessary.
- Oversight of emergency and safety program: Works with the Administrative Director and the Administrative Coordinator to enhance safety and emergency planning through periodic staff training, ensuring adequate storage and access to emergency supplies, ensuring that the facilities meet health and safety standards, and evaluating workplace safety and ergonomics. Ensure that all facilities meet health, fire and safety code requirements and ensure that CPAF passes all inspections as required by monitors and funders.
- Administrative Duties: Process all invoices and required documentation related to operations and assist the Administrative Department with tasks as requested. Ensures that all inspection records are received and recorded by the appropriate entities.
- Teamwork: Provide general support asked of all staff which may include: responding to emergencies, providing hotline or site coverage, and maintaining a clean, functioning office. Participate in program and organizational development and fundraising events, and attend staff and team meetings.

- **Travel:** Driving is an essential job function for this position in order to affect repairs and maintain clean, comfortable facilities. Therefore the employee must have a valid CA driver's license and use their own vehicle or agency vehicle to perform duties. The employee must also be eligible for coverage under CPAF's auto insurance policy.
- **Qualifications:** The qualified candidate must possess demonstrated knowledge, skill, abilities and experience in the following areas:
 - Able to meet the physical demands of the position: able to regularly sit, stand, kneel, stoop, crawl, bend, etc., in order to affect repairs and assemble furniture and machinery. Able to regularly lift and move up to approximately 50 pounds of equipment, materials, etc.
 - Demonstrable working knowledge of computers networks, servers, internet access, and network trouble shooting.
 - Demonstrable knowledge of facility policies, practices and procedures. Knowledge should include facility repairs and maintenance. Basic carpentry skills a plus.
 - Demonstrable knowledge on the use of office equipment including fax machines, copiers, and telephone systems.
 - Self-starter and ability to work independently and meet project deadlines.
 - Attention to details and process oriented.
 - Committed to eliminating intimate partner violence, sexual abuse, and family violence; practices non-violence including non-corporal child discipline.
 - Understands and is aligned with CPAF's organizational values.
 - Understands and appreciates Asian/Pacific Islander cultures; is able to work with diverse communities (race, ethnicity, sexual orientation, disability, age, gender identity, class, etc.). Bilingual in an Asian or Pacific Islander language preferred.
 - Must submit to DOJ level Live Scan and subsequent arrest notification, annual TB test and annual driving record search.
 - Must have access to reliable transportation to and from work.

Job Execution

- Strong work ethic, self-directed and able to coordinate multiple tasks, and highly motivated.
- Able to work well independently and as a member of a team; able to work collaboratively and thrive in a flexible, evolving environment, adapt to situations and manage change effectively.
- Able to effectively and efficiently address crises and problem-solve with open communication
- Able to plan work schedule respective to program needs, including working evenings or weekends if needed.
- Demonstrate excellent communication skills, both written and oral.
- Must complete 65-hour domestic violence/sexual assault certification training within twelve months of employment.

Interested parties please submit cover letter and resume to hr@cpaf.info and state where you saw our posting. Please include your name and the position you are applying for in the subject line. No phone calls please.

Center for the Pacific Asian Family (CPAF) is an Equal Opportunity and Affirmative Action Employer and does not discriminate against any employee or applicant on the basis of race, age, sex, color, religion, national origin or ancestry, sexual orientation, gender identity, citizenship, marital status, disability, political affiliation or belief, veteran's status, or any other characteristic protected by applicable federal, state or local law. CPAF is committed to fostering a diverse and safe work environment where employees respect one another and share a commitment to our organization's mission, values, and strategies.