



AFSSA
ASIAN FAMILY SUPPORT SERVICES OF AUSTIN

Manager of Operations and Executive Office

Position Summary:

Started in 1992, *Asian Family Support Services of Austin* is a non-profit organization that exists to break the cycle of violence in Asian and immigrant communities through Education, Advocacy, and Empowerment. AFSSA empowers Asian survivors of domestic violence and sexual violence, improves their access to services, and increases community awareness of various forms of gender-based violence and oppression.

AFSSA is guided by its core values: Prevention, Advocacy, Responsiveness, and Transformation.

AFSSA is committed to providing the highest quality, client-centered and strength based services. The *Manager of Operations and Executive Office* will be responsible for: office and vendor management; and executive, operations, and development support.

This position will directly report to the Director of Programs and Operations.

Essential Job Functions:

Office Management

- Ensure compliance with and oversee the implementation of administrative policies and office procedures, including distribution of policies to staff as required and posting of current OSHA signage
- Provide general office policy and procedure trainings for new hires
- Maintain proper facilities operations (e.g. telephone system, security door codes, building access keys, server and database access, etc.); liaise with landlord to ensure compliance with lease terms, building closures, security function, custodial services
- Maintain and update electronic and physical record keeping systems for Constituent Management and Programs (data entry and reporting with databases Bloomerang and Osnium)
- Maintain inventory and oversee purchases of office equipment, supplies, technology, and furniture including but not limited to computers, phones, and desks
- Update office schedules and agency contact lists and distribute to staff
- Maintain inventory of office supplies, manage supply requests.
- Oversee office organization including assignment of offices to staff and organization of supplies

Vendor Management

- Coordinate staff IT requests, server maintenance, and other technology needs with IT contractor
- Research and negotiate purchase orders, contracts in accordance with company purchasing policies and budget



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- Maintain approved vendor list

Communications

- Handle inquiries coming into the agency, liaison with community partners and management, directing inquiries to appropriate programs

Executive, Operations, and Development Support

- Assist Director of Programs and Operations with maintaining and tracking grant reports.
- Make logistical arrangements for meetings including all staff meetings, board meetings, and retreats. Take meeting minutes as required
- Assist Executive Director with logistics for fundraisers
- Assist Finance Director by picking up the mail for the PO Box, readying checks for deposit, coding all revenue (Stripe, Benevity, etc.), completing bank deposit logs, and making the deposits
- Assist Finance team by tracking and reporting in-kind donations and volunteer hours
- Assist the Executive Director with development by executing bulk mailings, ordering materials/supplies for fundraisers, events, and campaigns, as well as assisting the ED and the board with other development related events and projects as needed.
- Assist with coordination of volunteers for fundraising events and clerical projects
- Ensure all donations are processed and donor acknowledgements are sent in a timely manner
- Ensure donor database and email list are clean and up-to-date
- Handle inquiries from donors and assist Executive Director and development staff with donor stewardship
- Assist the Executive Director with schedule coordination, correspondence, and other duties as requested

Skills and Attributes

- High level project management skills
- Excellent ability to handle competing priorities and work in a fast-paced environment
- Calm under pressure
- Effective use of time and quick turnaround on projects
- Ability to adeptly multi-task



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- Friendly, outgoing and diplomatic demeanor, and well developed interpersonal skills
- High level knowledge of computer and office hardware and software, including MS Office, Outlook, Sharepoint, Excel, Adobe Acrobat is a plus, and database software
- Strong ability to problem solve. Ability to communicate effectively with others
- Detail oriented with excellent planning and organizational skills
- Working knowledge of postal processes,
- Ability to work weekends as needed, reliable means of transportation
- Ability to negotiate effectively
- Ability to lift approximately 15-20 pounds

Other Requirements

- At least three years' experience in an administrative or office management position
- Valid U.S. work permit
- Preference for fluency in Asian languages

Salary: \$42,000

Benefits: Paid vacation, holiday and sick leave, flex time, health insurance, retirement benefits

Please send resumes to AFSSA at info@afssaustin.org or P.O. Box 14234, Austin, TX 78761. For more information, visit www.afssaustin.org **No phone call inquiries.**

AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, national origin, gender, gender expression, gender identity, marital status, sexual orientation, status as someone with a disability, or status as a veteran with a disability.