



ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)

AFSSA is a non-profit organization located in Austin, Texas with a staff of forty plus professionals who are passionate about breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence, and human trafficking by improving their access to services, and increasing the community's awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. AFSSA demonstrates a level of care for our employees that includes competitive compensation, generous PTO, and comprehensive benefits. Time-off includes up to: 192 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA also offers a 401k retirement program with an employer match.

Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.

POSITION SUMMARY

The Agency Operations Coordinator will provide agency-wide operations support to ensure high quality service to clients and community. Responsibilities will span facilities, IT, agency-wide safety, office systems, and executive/administrative support. Regarding operations, this position serves as the primary point of contact for all staff, building security, vendor coordination, and technology resources, and supports the executive team with calendars, logistics, and internal communications. This role ensures that all AFSSA staff have the knowledge, tools, systems, and safe environment necessary to carry out the agency's mission.

This position reports directly to the Director of Operations.

ESSENTIAL JOB FUNCTIONS:

Office & Facilities Operations

- Maintain an in-office schedule 5 days per week, with consistent presence and visibility as a point of contact for building access, vendors, and all operational needs of staff
- Oversee and maintain all shared spaces to ensure a safe, hygienic, organized and accessible office environment, including purchase requests and restocking in accordance with agency budget and purchasing policies.
- Create and implement protocols for use of shared spaces and supplies to ensure equitable access and use
- Collect, sort, and distribute agency mail and packages daily; maintain systems for organized distribution across teams
- Oversee systems operations such as software, security cameras, panic buttons, and copier/printers
- Coordinate with landlord and building management for custodial services, building closures, and maintenance needs

Information Technology Support

- Coordinate and oversee AFSSA's technology operations by managing IT service requests with contractors, tracking device inventory and maintenance, and administering staff access, accounts, and system setup.
- Manage inventory and maintenance of agency laptops, phones, and related technology; track and log devices across staff assignments, vendor maintenance, and storage
- Serve as the agency's internal tech expert by troubleshooting software and hardware issues, providing staff training or office hours, and supporting team-wide adoption of protocols, systems, and software.
- Maintain IT security and compliance through proper access controls, monitoring adherence to policies, and escalating risks or security concerns to the Director of Operations.

Executive & Administrative Support

- Coordinate agency-wide scheduling and communications by managing all-staff calendars, reminders, materials, birthday lists, contact lists, and internal announcements; provide clerical support including correspondence, scheduling, material distribution and document preparation.
- Support logistics and operations for stakeholder visits, office appointments, community partner meetings, and agency events such as holidays, staff meetings, and retreats.
- Maintain compliance and onboarding systems by supporting document retention and contract filing requirements
- Partner with the Volunteer & Intern Coordinator to support onboarding, orientation, and office access for new volunteers and interns

Safety & Emergency Preparedness

- Lead agency-wide safety operations by serving as Safety Liaison, implementing the Safety Manual, maintaining OSHA and safety postings, coordinating onboarding safety training, and managing office closure and guest calendars, and other tools for building safety and security
- Monitor and respond to safety conditions by tracking weather and environmental risks, recommending closures to the Director of Operations, communicating decisions to staff, and keeping closure tools updated.
- Coordinate safety governance and preparedness through scheduling and leading safety committee meetings, listening sessions, and agency-wide safety drills, bringing staff feedback and recommendations forward for continuous improvement.

OTHER RESPONSIBILITIES

Attend various agency meetings as required

Adhere to all agency, state and federal policies and regulations

Perform other duties as assigned

REQUIRED EXPERIENCE & EDUCATION:

Bachelor's degree OR equivalent combination of education and 2–3 years of administrative or operations experience

Demonstrated experience in office/facilities coordination, administrative support, or IT/operations support

Strong organizational skills and ability to prioritize multiple tasks in a fast-paced environment, including the ability to escalate matters whenever necessary

Ability to make assessments and develop solutions to resolve issues or potential problems. A proactive mindset.

Effective time management and problem-solving skills, with ability to adapt to shifting priorities

Familiarity with computer and office software (MS365, Outlook, SharePoint, Excel); project management software (e.g., Asana) a plus

Strong written and verbal communication skills with attention to detail

Ability to maintain effective relationships with staff, vendors, and community partners

Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups

Reliable transportation and ability to work evenings or weekends as needed

Preference for fluency in one or more Asian languages

SPECIFICATIONS:

FLSA Status: Full-Time Exempt

Salary Range: Commensurate with experience

Location: Austin, Texas

Benefits: 100% employer paid medical, dental and vision insurance. 401k program (up to 3% employer match).

Generous Paid-Time Off (PTO, accrued semi-monthly @ 8 hrs per pay period), (5) Floating Holidays, six (6) Official Holidays, and Comp time.

Hours: Minimum of 40 hours per week, including evening and weekend commitments as needed. **This position is required to work on-site at AFSSA's office 5 days per week.**

Required: Valid U.S. work permit, valid Texas Driver's License, occasional use of self-insured personal vehicle.

Note: This position is subject to grant funding

To apply visit: [AFSSA Employment Application](#)

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, or status as a veteran with a disability.

POSTING SCRIPT

Agency Operations Coordinator – AFSSA seeks an enthusiastic, detail-oriented and proactive coordinator to support agency operations, including office systems, IT coordination, facilities, safety, and executive support. This is a full-time, **on-site role (5 days per week in our Austin office)**, vital to ensuring staff and leadership have the tools, systems, and secure environment to carry out AFSSA's mission. Exempt, competitive salary with comprehensive benefits.