

Position: Operations Associate
Supervised by: President and COO
Supervision Exercised: None
Classification: Full-time, Regular, Non-exempt
Location: Washington, DC
Salary Range: \$40,700-\$61,100

The National Alliance to End Homelessness (Alliance) is an influential national nonprofit devoted to finding and advancing solutions to homelessness. We are focused on making an impact and we seek an enthusiastic new member for our Operations Team. The Operations Team supports the work of the Alliance by providing leadership in the following key areas: financial and operational administration, fundraising, communications, and event management.

If you are committed to helping the nation SOLVE the problem of homelessness, consider joining the Alliance.

What we are looking for:

The Alliance is looking for a talented **Operations Associate** (Associate) who is mission-motivated, impact-oriented and excited to be a part of something meaningful. We seek someone who is high energy, has excellent organizational and communications skills, and is attentive to details. A successful Associate will value close collaboration with colleagues but will also be self-motivated and able to work independently. This is an excellent opportunity for someone with some nonprofit experience that would like to gain additional knowledge in nonprofit management and development.

What you will do:

The Associate will support the effectiveness of the organization by assisting the Operations Teams in building a productive and efficient work environment. This will include working closely with Operation Team members in providing financial, fundraising, event management, and operational support.

Finance Support (40%)

- Provide bookkeeping support to finance office; prepare checks for deposit; enter invoices into online bill pay system; assist with credit card reconciliations; complete semi-monthly PayPal reconciliations; assist in audit preparation.

Development Support (25%)

- Assist the President & COO and Development Coordinator in the implementation of the Alliance's individual donor strategy. Primary tasks include processing online and check contributions, sending timely thank you letters, and assisting in the maintenance of donor database.

Event Management Support (15%)

- Assist Meetings and Events Associate in the management of conference registration for two annual conferences. Primary tasks include tracking and recording conference payments, following up with registrants regarding payment when applicable, leading onsite conference registration, and processing speaker and cancellation refunds.

Operations Support (20%)

- Assist the Finance and Administrative Manager in the management of office systems including assessing

and updating office procedures. Duties include maintaining office equipment and facilities and purchasing office supplies.

- Serve as primary contact for maintenance of the organization's IT and telephone infrastructure. Duties include basic desktop troubleshooting, coordinating with external IT and phone vendors to address network and computer needs, and working with IT vendor to maintain organization's database.
- Manage email, other communication with external stakeholders seeking general information; process incoming and outgoing mail; receive guests; answer phones; and perform other tasks as needed.

Operations Associate reports directly to the President and COO and will perform other duties as assigned.

What a successful candidate will need:

Knowledge and skills:

- Enthusiasm about working on the project of ending homelessness in the United States.
- Demonstrated experience and ability to recognize and respond to the ways race, ethnicity, sexual orientation, and gender identity intersect to further promote racial equity and social justice.
- Demonstrated experience and ability in working with marginalized or vulnerable populations (e.g., LGBTQ, people with disabilities, people experiencing homelessness, etc.).
- Ability to work very closely with an inter-dependent team as well as independently.
- Exceptional communication and organizational skills.
- Strong goal and deadline orientation.
- Strong oral and written language skills.
- Strong computer skills, including experience working in, or willingness to learn, content management systems, word processing, spreadsheets, accounting and database software.
- Ability to maintain accurate record and necessary paperwork.
- Ability to work in a dynamic small office environment.
- Ability to perform duties with only minor supervision.
- Prior office management experience and familiarity with accrual-based accounting and QuickBooks preferred.

Minimum Qualifications:

- Bachelor's degree or equivalent experience.
- Must pass pre-employment background check

What we can offer you:

The Alliance is a strong, flexible team of professionals that works collaboratively to achieve its mission of preventing and ending homelessness in the nation. We offer a supportive work environment in which staff has both the responsibility and opportunity to pursue and achieve solutions to a national social problem. In addition to an environment in which every member of the staff is valued and has the opportunity to contribute, the Alliance offers the following benefits.

- Hybrid work environment. *Currently three days telework and two eight-hour days in the office each week. As the Alliance's hybrid work schedule evolves, candidates should anticipate that the schedule may change.*
- Competitive salary
- Employer supported health, dental, vision, life, and disability insurance.
- 403(b) retirement plan
- Paid vacation, personal, and sick leave and a generous holiday schedule.

How to Apply:

Email resume, cover letter to jobs@naeh.org. Use Operations Associate in subject line of email.

The Alliance is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.