

Minnesota Coalition *for the* Homeless

JOB DESCRIPTION || OPERATIONS MANAGER

Organizational Summary

The Minnesota Coalition for the Homeless (MCH) is an advocacy coalition of over 100 housing, homeless, and employment service providers and allied member organizations committed to ending homelessness in Minnesota through policy change. Founded in 1984, we are grounded in our core values of collaboration, community, and achievement. We strive to do all of our work through an equity lens by embedding the variety of lived experiences and perspectives of our team, stakeholders, and community partners into the work we do. As a nonpartisan, nonprofit, statewide coalition, MCH is uniquely positioned to advance policy change at the State Capitol. Since 2012, along with our partners, MCH has secured over \$600 million in state funding to prevent/address homelessness, create/preserve homes and passed nation-leading policy reforms in Minnesota's economic assistance programs. MCH is a small and mighty organization that harnesses the power of advocates and caring communities across Minnesota.

Position Summary

Homelessness disproportionately hurts Black, Indigenous, People of Color and LGBTQIA+ people. We believe that these communities and anyone who has experienced homelessness are the experts and must be centered in the work we do. We will not be able to end homelessness without these communities identifying the issues, solutions and making decisions. We recognize that marginalized groups have different access to employment and job advancement and believe strongly in leadership development and lifting up the voices of non-traditional leadership. We will work with the right candidate to develop the necessary skills to be successful in this position, including a budget for personal training. Hence, we strongly encourage applications from people with these identities or who are members of other marginalized communities to apply.

MCH is seeking an individual that will support the operations of the organization. This position works closely with the Executive Director and in partnership with MCH staff. MCH is seeking an individual that is a team player and is highly organized, an innovative thinker, and thrives in a dynamic, collaborative environment.

Salary/Benefits/Other Information

This is a part-time position of 20-25 hours per week. The position has the potential for growth as the organization expands. The hourly rate of pay is \$18-\$22/hour depending on experience. This position reports to the Executive Director.

Overall Responsibilities & Essential Functions

Administration

- Serve as the "first face" of the organization, including overall front desk reception duties: answering phones, responding to info@mnhomelesscoalition.org emails, greeting guests, opening and distributing mail, ensuring the office is fully stocked with necessary supplies and that office equipment is clean, organized, accessible, user friendly and welcoming to our staff, members, and visitors
- Troubleshoot office IT issues

- Assist with research and ordering of equipment purchases and other logistical needs (business cards, office keys, supplies etc.)
- Assess opportunities for enhanced operations and systems improvements
- Perform related work as assigned

Finance

- Work with the Executive Director and the contract accountant to ensure expenses and income are properly coded in Quickbooks
- According to organization protocols/policies, process accounts payable and/or receivable, including payment and invoice processing, tracking earned revenue, membership dues, preparing the deposit, etc.
- Manage and maintain the master contract file
- Participate and assist with the organization's audit
- Perform related work as assigned

Development & Fundraising

- Collaborate and work as a team to support development/fundraising events
- Manage the donor database and ensure accurate data entry, gift processing and thank yous
- Assist in the acquisition of event sponsors
- Perform related work as assigned

Experience and Qualifications

- Experience with databases, accounting software, accounts payable, and accounts receivable
- Experience in office management and/or non-profit operations
- Demonstrated excellence in relationship building
- Proficient oral and written communication skills
- Excellent organizational skills with ability to prioritize and manage multiple priorities simultaneously, effectively meeting deadlines
- Regular and reliable attendance
- Willingness to work a flexible schedule
- A commitment to the mission and vision of MCH

Desired Knowledge, Skills and Abilities

- High level of intellectual curiosity and eagerness to learn
- Experience with Quickbooks and fundraising software
- Collaborates well in a team environment, with the ability to do individual work and take initiative
- Previous experience with programs that serve people experiencing homelessness, housing instability or economic security, or low wealth communities
- Lived experience of homelessness and/or housing instability is valued

How to Apply

Send cover letter, resume and three references to info@mnhomelesscoalition.org with the subject line "**Operations Manager_YourFirstandLastName.**" First review of applications will occur on February 1; position is open until filled.

The Minnesota Coalition for the Homeless is an equal opportunity employer and encourages applications from Black, Indigenous, People of Color, Persons with Disabilities, LGBTQIA+ individuals, women, and individuals with lived experience of homelessness.