



Job Title:	Operations Coordinator
Department/Group:	Finance & Administration
Reports to:	Senior Director of Finance & Administration
Effective Date:	November 12, 2024
Annual Salary	\$23.38 Hourly (\$49,500 annually)

Position Summary:

The Operations Coordinator position is an essential part of the Close to Home (CTH) team, providing general office support for a variety of administrative tasks. The role involves working primarily under the guidance of Finance & Administration and supports the administrative and operational needs of the team.

This job might be for you if you are:

- Passionate about ending homelessness and committed to the mission of Close to Home.
- A self-starter who uses creative thinking in your daily work.
- A team player with a positive attitude, desire to be coached, and focus on continuous improvement.
- Experienced in public speaking and community engagement.
- Excellent communicator, including verbal and written communication.
- Highly detail-oriented with a commitment to maintaining high standards of quality and accuracy.
- A strong relationship manager who can maneuver successfully in a fast-paced environment with competing priorities.

Essential Duties and Responsibilities:

- Greet incoming partners, clients, and all individuals, and assist or refer them to necessary points of contact or resources.
- Review and respond to resource help requests from the community with tailored responses.
- Assist with community events and partner meetings, including room set-up, scheduling, transportation, placing orders, and picking up food and refreshments.
- Manage office equipment, supply needs, and submit purchase requests, as necessary.
- Maintain set-up of the office and routine for keeping it organized.
- Maintain and update CTH formal policy documents and records, including MOU's, data sharing agreements, employee request forms, policy and procedure updates, contracts, etc.

Close to Home

4400 S. Piedras, Suite 126 | San Antonio, TX 78228 | 210.876.0720 | www.closetohomesa.org



- Assist with governance administration such as maintaining the governance calendar, sending email reminders for governance meetings, assisting in printing/building governance packets, and assisting in posting governance attachments to outlook.
- Maintain front desk supplies and resources, including relevant flyers for accessing services and “Billy Bundle” resource kits.
- Assist in the management of organizational email accounts.
- Manage mail pick-up and delivery and enter log of check receipts.
- Maintain internal server, physical and other electronic files, and organize shared documents.
- Maintain list of infrastructure and technology platforms, including passwords, account information, vendors, and other resources.
- Maintain list of contractors, consultants, and meeting spaces for the organization.
- Responsible for overall administrative support for the organization, including travel arrangements.
- Deliver checks for Close to Home’s programs, as needed.
- Assisting finance with processing payments, tracking purchase requests and vendor receipts.
- Serve as the back-up IT point of contact.
- Regular and reliable attendance is an essential job function.
- Other duties as assigned.

Education and Experience:

- Associate degree in Business or Business Management preferred. **Lived expertise** in homelessness or housing insecurity may be substituted for educational requirements with demonstrated experience in the field and skill set.
- One (1) to two (2) years of experience in an administrative, operations, or direct service role. Previous experience in office management or coordinating detailed processes preferred. Must be comfortable working with people of assistance with services via phone calls and walk-ins.

Knowledge, Skills, and Abilities:

- Working knowledge of budgeting processes.
- Basic knowledge of clerical procedures, bookkeeping, data entry and expense reconciliation.
- Must be able to interact at all levels of the organization.
- Excellent verbal and written skills. Excellent interpersonal and customer service
- Proficiency with Microsoft Office Suite and Adobe.
- Experience with virtual team set up and troubleshooting.
- Proficiency with Microsoft Office Suite, Adobe, and Excel.

Close to Home

4400 S. Piedras, Suite 126 | San Antonio, TX 78228 | 210.876.0720 | www.closetohomesa.org



- Ability to work independently with enthusiasm and internally driven to achieve without external pressure.
- Strong desire to be a team player and take on challenges outside the scope of work.
- Prioritizes and plans work activities, uses time efficiently, plans for additional resources, sets goals and objectives, develops realistic action plans.
- Demonstrate initiative in setting priorities. Fulfill commitments and complete work on schedule.

Position Details:

The Operations Coordinator is a regular, full-time, non-exempt, and benefits-eligible position. The annual salary is \$49,500 effective 12/2/24. This is an in-person position from 8:00 AM – 5:00 PM. Close to Home’s main office is located at 4400 S. Piedras, Suite 126, San Antonio, TX 78228.

Current Full-Time Employee Benefits

- **Medical, Dental, and Vision Insurance:** Close to Home offers competitive health care coverage, including a \$500 monthly employer contribution toward medical, dental, or vision premiums, as well as a \$250 monthly employer contribution toward dependent coverage. Eligibility begins on the first of the month following the date of hire.
- **Disability and Life Insurance:** Close to Home provides voluntary short-term disability insurance and employer-sponsored life insurance of \$20,000, with additional insurance coverage available as employee-paid options.
- **403(b) Retirement Plan:** Close to Home provides Team Members with a 403(b) Retirement Plan and an employer contribution match.
- **Paid Holidays:** Close to Home currently provides Team Members with 15 paid holidays each year, including a floating holiday during your birthday month!
- **Paid Time Off (PTO):** Full-time employees begin accruing PTO immediately upon hire. Accrual rates increase with years of service, and up to 160 hours can be rolled over year-to-year.
- **Personal and Family Leave:** Close to Home allows up to 12 weeks of personal or family leave in a rolling 12-month period, including four weeks of paid leave after one year of employment.
- **Flexibility:** General Close to Home Office Hours of Operation are Monday – Friday, with start times ranging from 7:00a – 9:00a depending on employee availability and preference.

Close to Home

4400 S. Piedras, Suite 126 | San Antonio, TX 78228 | 210.876.0720 | www.closetohomesa.org



Vehicle/Licenses:

Must have daily use of a vehicle without prior notice. Must maintain current registration and automobile liability insurance in compliance with Texas Law that allows personal vehicle use for work purposes. Mileage reimbursement provided.

Physical Requirements:

Physical requirements include occasional lifting/carrying of 15 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment.

THE EXECUTIVE DIRECTOR MUST APPROVE EXCEPTIONS TO THESE CRITERIA

Disclaimer: Nothing in the job description restricts management's right to assign or reassign duties and responsibilities to this job at any time, for any reason.

Application Details:

To apply for this position, please submit your cover letter and résumé to hello@closetohomesa.org with the subject line "Operations Coordinator" Applications will be reviewed on a rolling basis until the position is filled. Close to Home is a 501(c)(3) nonprofit with a mission to ensure everyone has a place to call home in San Antonio and Bexar County. For more information about our organization, visit our website at closetohomesa.org.

Employee Signature:		Date :	
------------------------	--	-----------	--

Close to Home is an equal opportunity employer and affords equal opportunity to all applicants for all positions regardless of race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

About Close to Home: Close to Home exists to ensure everyone has a place to call home in San Antonio and Bexar County. As the region's Continuum of Care (CoC) lead agency, Close to Home



secures and distributes funding for direct service providers in the housing and homeless community and provides guidance to improve policies and programs. We accomplish our mission by strengthening our coordinated system of care, promoting sustainable strategies, focusing on measurable impact, and advocating for people experiencing homelessness. For more information, visit www.close-to-homesa.org.

Our Values:

*We are **Empowering Partners**. We see the potential in people, lead with trust, embrace differences, and elevate strengths.*

*We are **Relentless Learners**. We strive to be subject matter experts and recognize setbacks as opportunities for growth.*

*We are **Resourceful Problem Solvers**. We embrace optimism, innovation, and excellence as we face adversity and tackle problems.*

*We are **Systems Leaders**. We cultivate collaboration and nurture the health of the whole.*

*We are **All In**. We go "all in" to end homelessness while supporting each other and our community.*