



Operations Coordinator
Position Description
Work Type: Support Staff
Pay Grade: 10
Org Unit: 40001296 Center for Survivors Categories:
Full Time (100%), AP Union

Position Summary:

The Center for Survivors is a Confidential Program at Michigan State University. The Operations Coordinator is responsible for day-to-day operations at the Center for Survivors Safe Place Shelter. The Operations Coordinator supports Center for Survivors Operations across all programs and provides a safe, clean, and supportive environment at the shelter for people experiencing interpersonal violence. This has ethical, professional, and legal responsibilities to maintain records regarding work with clients and to protect client confidentiality in accordance with guidelines set by VOCA/VAWA, Michigan State University, and the State of Michigan.

Unit Specific Education/Experience/Skills:

The job requires knowledge equivalent to that which normally would be acquired through the first two or three years of college, such as an Associate's degree in a business-related field or in a field related to the area of employment; one to three years of related and progressively more responsible or expansive work experience in performing tasks related to the area of employment; or an equivalent combination of education and experience.

Job Responsibilities:

1. Oversees food and supply inventory purchases in accordance with grant requirements, UHW policies and MSU policy and procedure.
2. Participate in a shared case management system that supports collaboration and consultation.
3. Forecasts needs and orders supplies to maintain inventory levels.
4. Coordinates and oversees the daily operational activities to deliver timely and effective trauma-informed services to clients.
5. Supports residential clients with transportation, accessing resources, basic needs, and groceries.

6. Responsible for coordinating with UHW Safety and Operations Manager regarding the ongoing and preventative maintenance of physical shelter site including emergency procedures, fire drills, routine inspections, sanitation, janitorial needs, security, and safety.
7. Manages facility technology and maintenance requests.
8. Coordinates community donations and disbursement to clients.
9. Other duties as assigned.

Required Qualifications:

1. Valid Driver's License and reliable transportation.
2. Operations experience.
3. This position requires knowledge of basic personal computer terminology and operations, and the ability to use email and the internet.

Desired Qualifications:

1. Previous experience and training preferred on the dynamics of intimate partner violence and its effect on children.
2. Previous work experience in a 24-hour residential setting preferred.
3. Must be committed to the concept of empowering survivors and be able to relate to individuals of diverse cultural and socio-economic backgrounds.

Physical Requirements:

1. Ability to work onsite.
2. Ability to lift 5-30 lbs. and push/pull 5-40 lbs.
3. Ability to get on a ladder for cleaning, stocking of items, and maintenance of facilities.
4. Ability to move about the office/Shelter and be indoors/outdoors as needed for clients, staff, and community member needs.
5. Ability to shovel snow and salt sidewalks in the wintertime.
6. Ability to travel to various sites in the community, transport residents, pick up supplies, etc.

The physical demands described here are representative of those that must be met to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employment: 100%.

Work Hours: Work hours are variable and require some nights and weekends.

Work Location: Safe Place Shelter

Reporting: This position reports to the Operational Support Team Supervisor.

Funding: Position funded by MSU General Funds.

Remote Work Statement: This position is not eligible for remote work. The Operations Coordinator will work on site at Safe Place Shelter.

- 15% Coordinates with Operational Support Team Supervisor and UHW Safety and Operations Manager around maintenance of physical shelter and manages routine maintenance and technology support requests.
- 30% Responsible for organizational purchasing, obtains groceries and disburses items to clients, manages inventory and supply needs.
- 25% Assists residents in meeting their day-to-day needs such as transportation & obtaining supplies.
- 15% Answers phone and provides resources and support to survivors and co-survivors, maintaining client confidentiality, in collaboration with operational support team.
- 10% Assists with referrals to services at Center for Survivors, campus, and community partners, when necessary, assists advocates in implementing clients service delivery plan and assists with grant reporting, background checks and documentation as needed.
- 5% other duties as assigned.