



**Position:** Operations Associate

**Organization:** Youth Speaks, Inc.

**Supervisor:** Associate Director, Finance & Operations

**Hours Per Week:** 32 hrs/week (with full benefits package)

**Organization Description:**

Based in San Francisco, Youth Speaks leads a movement that defines and develops literacy, working at the intersections of youth development and arts education. Nationally, Youth Speaks is known for building a field that didn't exist. The Wallace Foundation named Youth Speaks one of the 8 exemplary arts education organizations in the nation. We partner with leading arts and social justice foundations, including The Ford Foundation, The Doris Duke Foundation, The National Endowment for the Arts, Bloomberg Foundation, The Andrew W. Mellon Foundation and The James Irvine Foundation.

**Job Description:**

The Operations Associate plays an essential role at Youth Speaks, ensuring smooth and efficient operations of the organization by supporting finance and administrative, development, and program staff on regular and special financial and systems projects. The position serves as the system administrator for the organization's primary software tools and works closely with accounting to help manage financial data. The ideal candidate has strong experience with databases, such as Salesforce, who is also comfortable learning new technology and has an interest in developing their skills in nonprofit operations.

**Job Responsibilities include:**

Operations Support

- Serve as System Administrator for CRM database and other software tools by enforcing data quality, implementing basic customizations as needed, assist in developing reports, and providing end user support and training. Work with third party developers on complex database customizations as needed.
- Perform frequent data entry to maintain our database and tracking systems.
- Provide support for evaluation and analysis projects.
- Provide general human resources support such as collecting, verifying, and filing employee documentation, such as I-9's and background checks, and posting job openings.
- Generate the necessary documentation for certificates of insurance for program & fundraising staff.
- Document policies and procedures to support the creation and maintenance of SOP's and office manuals. Compile information disseminated by management to draft formal organizational documents to staff.

- Onboard new staff and volunteers on database systems and financial procedures.

#### Finance & Accounting Support

- Process and organize incoming accounts payable and receivable, deposit records, documentation for contributions, and other related materials by coding transactions and uploading documents to the appropriate system.
- Provide support to bookkeeper and supervisor on weekly check runs, monthly closes, and annual audit by organizing supporting documents and assist with coding transactions.
- Create, distribute and communicate about pending invoices, as needed.
- Generate financial reports from accounting system for management and program teams.
- Ensure that electronic and hard copy files are current and easy to find/share.
- Provide contract management support by tracking contracts process, maintaining files, and communicating important deadlines.
- Administer petty cash and prepaid expense card accounts by responding to and tracking requests.
- Execute purchasing for staff including office supplies, programmatic supplies, equipment, travel and hotel bookings, and hospitality for meetings.

#### Programs

- Play a central role in the coordination of supplies, logistics, and participant travel and registration for Youth Speaks conferences and festivals.
- Provide programmatic support for special events such as conferences, major performances, and festivals.

#### **Required Qualifications:**

- Minimum 3-4 years professional experience in an office setting.
- Strong database experience, preferably Salesforce CRM, and comfort with learning technology in-depth.
- Experience using accounting systems a plus.
- Experience with basic project management and workflow re-design.
- Ability to maintain confidential financial and personnel information.
- Ability to work independently and as part of a team.
- Excellent interpersonal, communication, and organizational skills.
- Strong computer skills (Word, PowerPoint and Excel) and ability to independently compose correspondences.
- Strong attention to detail.
- Commitment to youth development and/or arts education programs
- Positive attitude, a strong desire to make a difference, and strong interest in working for a nonprofit organization

#### **Compensation & Benefits:**

Compensation is \$19-\$22 per hour based upon experience. This is a .8 position with a benefits package that includes health and dental benefits and vacation/holiday/sick pay.

**EEO/AA**

Youth Speaks is an equal opportunity employer. We strongly encourage and seek applications from women, people of color, including bilingual and bicultural individuals, as well as members of the lesbian, gay, bisexual, and transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, or medical conditions. Reasonable accommodation will be made so that qualified disabled applicants may participate in the application process. Please advise in writing of special needs at the time of application.

Youth Speaks will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of San Francisco's Fair Chance Ordinance.

**To Apply:**

Please send a cover letter, resume, and salary requirements to [employment@youthspeaks.org](mailto:employment@youthspeaks.org) **no later than August 31, 2016**. In subject line, please write: "Operations Associate – [Your Name]". Only complete applications will be accepted. No calls please.