

Operations Office Administrator Resources Job Description

Organizational Description: Founded in 1994, the National Latina Institute for Reproductive Justice (Latina Institute) builds Latina/x power to fight for the fundamental human right to reproductive health, dignity, and justice. We center Latina/x voices, mobilize our communities, transform the cultural narrative, and drive policy change. We amplify the grassroots power and thought leadership of Latinas/xs across the country to fuel a larger reproductive justice movement.

Position Description: The Latina Institute is looking for an organized, self-motivated, and committed Operations Office Administrator based in-person in our New York City office. The Operations Office Administrator will assume both administrative and operational duties.

The Operations Office Administrator will work within the operations department, reporting to the Associate Director of Technology and Operations, and work to enable organizational and operational effectiveness by supporting facilities maintenance functions, helping to advance projects, managing organizational materials inventory, and providing operations assistance to Latina Institute staff.

Under the supervision and guidance of the Associate Director of Technology and Operations this position will also manage the in-person facilities and operations for Latina Institute's NYC office as needed.

Location: New York, NY

Latina Institute operates as a remote organization but requires some roles to be based in specific locations and to operate in a hybrid way. Due to the nature of this particular role, you must be able to travel to and work from the New York office, to work from and participate in in-person events, meetings, and complete required activities or tasks.

Employee Status: Full Time, Exempt, 40 hours per week

Responsibilities include (but are not limited to):

Facilities management

- Act as primary contact with NYC office building management for security and services.
- Act as primary contact for NYC office tenant services and facilities issues.
- Manage administrative operations of the NYC office, including coordination of logistics for meetings, internal and external events, space management, safety, and security, etc.
- Work with NY vendor services in anticipation of operational needs for NYC office

- Supports NYC office space sanitation – sanitizes and disinfects kitchen surfaces, office surface areas, main area office desks and workstation areas.
- Responsible for the maintenance of NYC office furniture, workstations, and common spaces, as necessary.

Mail system management

- Act as primary contact for all LI mail services and manage couriers for all offices.
- Manage, process and route incoming and outgoing mail for all offices:
 - Retrieve and sort the physical mail delivered to NYC office by various carriers.
 - Obtain mail from local NYC Post Office if mail is held at the Post Office.
 - Go to shipping courier's locations (e.g., UPS, USPS or/and FedEx) to send mail to appropriate staff members.
- Prepare, handle, and coordinate shipment of equipment, collateral, or other supplies to staff, as requested and needed.
- Distribute program supplies and other related materials to national and state teams, as needed
- Coordinate and handle PPE orders for drop-ship distribution

Staff Support

- Ensure that staff have the supplies and resources needed to work effectively.
- Support with facilities and operations related staff onboarding, reboarding and offboarding:
 - Manage technology onboarding/reboarding — ensure staff are trained on system functions.
 - Manage operational onboarding/reboarding —ensure staff have access to facilities, protocols, and office resources.
 - Procure equipment for new hires and ensure it is delivered before the first day of work.
 - Set up or rescind building and space access for onboarding or offboarding staff by maintaining security system and building management online system.
 - Coordinate recuperation of IT equipment from offboarding staff
- Serve as the primary contact for staff for support for virtual and NYC office IT issues.
- Ensure staff visiting NYC office follow health and safety protocols.
- Help coordinate logistics for large in person convenings.

Administration

- Serve as the operations department liaison for monolingual Spanish-speaking staff.
- Review and forward voicemail messages from the organization's main office phone line to appropriate staff.
- Review and forward messages received at the info@latinainstitute.org e-mail inbox to appropriate staff.

- Create and upload content on One Drive for NYC office and other facilities operations projects.
- Take meeting minutes at monthly org-wide staff meetings.
- Announce employees' birthdays and anniversaries at monthly org-wide staff meetings.
- Maintain current addresses for all staff in the official staff address list and on Amazon address list.
- Order individual birthday gift cards for staff birthdays, as request by operations and community mobilization department staff
- Manage process to intake, monitor and fulfill orders from staff for organizational swag and branded promotional items/products.
- Manage process to intake, monitor and fulfill organizational business card requests
- Reconcile individual expenses and receipts in Expensify software and support reconciliation of operations department expenses.
- Record voicemail messages in English and Spanish for employees offboarding from Latina Institute, as necessary.
- Serve as backup with rerouting calls and establishing new phone extensions, as necessary.
- Update IT inventory tracking spreadsheet, as needed.
- Perform other operations and administrative duties, as requested.

What You Will Need to Be Successful:

- Fluency (written and verbal) in Spanish and English required.
- Strong written and verbal communication skills.
- 2+ years of administrative or office management experience.
- Proven track record of implementing office efficiency processes and procedures.
- Strong proficiency in MS Office, specifically MS Outlook, One Drive and SharePoint.
- Demonstrated ability to set and meet deadlines.
- Ability to be flexible in work assignments, to manage multiple workflows, and to set priorities.
- Self-starter who can work in a highly collaborative, team-based atmosphere.
- A positive and cooperative attitude that is supportive of Latina Institute and its mission.
- Demonstrated ability to work professionally and cordially with staff, consultants, partners, and vendors.

Physical requirements

- Must be able to lift, carry or move objects up to 40-pounds.
- Must be able to kneel while resting body weight on one or both knees.

- Must be able to hold or rest weighted objects (up to 40lbs) directly on hands, arms or shoulders while walking from one location to another.

Salary Range: \$48,000 - \$55,000 based on experience.

Benefits:

Our comprehensive package of benefits includes:

- Medical, dental, and vision plans
- Vacation, personal, wellness and sick time
- Retirement plan, including employer match
- Paid parental leave
- \$1,000 towards professional development/wellness

Application Procedure: Please send your resume and cover letter via e-mail to jobs@latinainstitute.org. Please include in the subject line: **Applicant – Operations Office Administrator**

National Latina Institute for Reproductive Justice is an equal opportunity employer, committed to inclusive hiring and dedicated to diversity in our work and staff. We do not discriminate in employment opportunities or practices on the basis of actual or perceived race, color, religion, national origin, sex (including pregnancy, childbirth or related medical conditions), age, marital status, sexual orientation, gender identity or expression, veteran status, uniform service member status, disability or any other characteristic protected by law. Women, people of color, including bilingual and bicultural individuals, LGBTQ+ persons, and people with disabilities are encouraged to apply.