

Mid-Columbia Community Action Council

JOB DESCRIPTION

Job Title: Office Operations Manager

Why work at MCCAC?

Mid-Columbia Community Action Council (MCCAC), located in heart of the beautiful Columbia River Gorge, serves Hood River, Wasco and Sherman Counties. MCCAC offers programs and services to ensure our most vulnerable community members have access to healthy, safe, stable and affordable housing. This is accomplished through our housing, energy/utility payment assistance and weatherization programs. MCCAC envisions a thriving community where our friends and neighbors have opportunities to be successful and thrive.

Job Purpose:

The Office Operations Manager will oversee the operations of MCCAC's facilities while ensuring a high level of customer service is provided to the communities and clients we serve. The position will ensure that MCCAC's front line operations include a focus on equity and racial justice with a specific eye on serving communities of color, Native and Latinx community members. The Office Operations Manager will ensure that the day to day operations of MCCAC's physical offices adhere to the highest level of professionalism and that MCCAC staff have the resources they need to be successful in their jobs.

Duties, Tasks, and Responsibilities:

Management:

- Serves as a member of the MCCAC Leadership Team
- Recommends and advises the MCCAC Leadership Team on agency operational needs
- Responsible for the hiring, workplan development, performance evaluation and corrective action for the MCCAC office and facilities support staff, including front office reception and facilities maintenance.

Communications

- Oversees MCCAC office phone lines ensuring appropriate routing of customers to the staff within the agency, based on identified customer need.
- Serve as first point of contact for customers seeking services from the agency in person.
- Develops resource and referral lists to assist MCCAC's customers in accessing needed services.
- Communicate and coordinate with other community based organizations on the availability of programs and resources across the agency service territory.
- Serve as a conduit for general agency emails and ensure that emails are routed to the appropriate staff.
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- Ensure MCCAC staff have up to date information on the availability of resources across the region.
- Ensure that customers have the information and resources required to complete MCCAC program intake forms.

Office and Facilities Management:

- Maintain a professional look and feel of MCCAC offices and facilities including agency owned housing and shelters.
- Serve as conduit for procurement of office supplies.

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- Ensure proper care and maintenance of agency owned offices, real estate, equipment, etc.
- Work with MCCAC's contracted technology providers to ensure that all technology related services are operating efficient and effectively.
- Troubleshoot with MCCAC staff on technology needs not requiring contracted provider service.
- In collaboration with the MCCAC Human Resources team, develops, maintains and oversees the onboarding of new staff through communication and education on the use of staff resources and technology.
- Oversees facilities related contracts including landscape, maintenance, technology (printers, phone, IT), HVAC, etc.

Marketing and Social Media:

- Ensure that agency brochures and collateral are up to date and well stocked.
- Work with translation services to ensure agency materials are offered in multiple languages.
- Post important MCCAC updates on agency social media sites.

Knowledge, Skills, and Abilities:

- Strong commitment to equity and racial justice reflected in internal and external interactions and through work product
- Accuracy in data entry
- Excellent oral and written communication skills
- Organized, accurate and concise with attention to detail
- Proficiency in Microsoft Office platforms, especially Outlook and Word.
- Familiarity with the use of social media platforms.
- Ability to multi-task and collaborate with others
- Ability to work under competing deadlines with minimal supervision

Qualifications:

- Office Management experience a plus.
- Knowledgeable on Trauma Informed Care practices a plus.
- Minimum of High School diploma or GED equivalent required.
- Bi-lingual preferred. (see bilingual pay differential offered below)

Position Details:

- This position is rated as active with frequent kneeling, stooping, bending, and sitting, regularly requires the individual to lift 30 pounds
- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.
- MCCAC is an equal employment opportunity provider.
- Location: The Dalles
- Fair Labor Standards Classification: Permanent
- Reports to: Executive Director

Salary and Benefits Information

- Salary: \$45,000 annually with 3% pay differential for successful bilingual candidates
- Benefits: MCCAC offers an excellent benefits package including Blue Cross medical insurance with the agency covering 90% for employees and dependents. Dental and vision coverage. Life

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insurance, 401k, paid vacation and sick leave.

To Apply

Submit resume and cover letter to klapoint@mccac.com. Cover letters should include why you are uniquely qualified to serve in the position and what strengths you would bring to the role.

Veterans, people of color and persons with lived experience are encouraged to apply.

Position will remain open until filled.