



Footsteps Operations Associate Job Description

Job Title: Operations Associate

Reports to: Senior Director of Finance, Data, and Administration

Position Type: Full Time, Non-Exempt

Organizational Overview

Footsteps supports and affirms individuals and families who have left, or are contemplating leaving, insular ultra-Orthodox Jewish communities in their quest to lead self-determined lives. We provide crucial peer and professional resources and support as people embrace the challenge to redefine their identities and build new communities. Footsteps nurtures a network of individuals so that they not only survive in their new world, but thrive. Since Footsteps' founding in 2003, the organization has served 1,700 individuals, and in 2020, we expect our budget to reach nearly \$4 million. To learn more, visit footstepsorg.org.

Position Overview

Footsteps seeks an organized, skilled, and savvy Operations Associate to ensure strong internal systems. You will work closely with the Senior Director of Finance, Data, and Administration and the Executive Team to build and improve organizational processes and procedures for the efficient functioning of the entire organization. Your key deliverables in the first year will be to support the completion of the office buildout and move; support the Senior Director of Finance, Data, and Administration in optimizing Salesforce; and help ensure the operations department is running smoothly.

Responsibilities include:

Office Management (30%)

- Work with Senior Director of Finance, Data, and Administration to manage the organization's physical space and expansion needs
- Maintain organizational records, consistent with the organization's document retention and destruction policy
- Maintain office equipment, supplies, and food for programs, including corporate accounts and service subscriptions
- Manage mail and files (paper and digital); ensure all are secure
- Schedule regular staff meetings and retreats; maintain internal organizational calendar
- Organize office common areas, manage and optimize storage, and ensure office space is well-maintained and tidy

Information Technology and Data Management (30%):

- Maintain phone system and basic IT functionality for staff
- Work with Senior Director of Finance, Data, and Administration to provide basic training to staff; troubleshoot IT issues; coordinate with support desks, when needed
- Liaise with IT vendor to onboard/offboard staff, schedule installations, etc.
- Generate reports on program data quarterly, annually, and as needed
- Work with Senior Director of Finance, Data, and Administration to ensure security across the organization and manage login credentials
- Support the Senior Director of Finance, Data, and Administration to optimize Salesforce

Finance (25%):

- Support Senior Director of Finance, Data, and Administration on contract review; ensure all paperwork is up-to-date
- Prepare and maintain financial records including W9s, expense reports, and invoices for payment; ensure staff, consultants, and vendors are submitting paperwork on time
- Prepare materials for bookkeeper's monthly visit
- Support the development team to compile financial reports for institutional supporters
- Work with the program team to facilitate timely distribution of funds to members (i.e. academic scholarships)
- Deposit checks and manage petty cash
- Support the program team to create and manage registration and payment systems for program events

Human Resources (15%):

- Support Senior Director of Finance, Data, and Administration to coordinate and liaise with HR vendors
- Maintain confidential personnel records
- Process and file contracts, employment letters, wage forms, etc.
- Coordinate and document interview process, onboarding and offboarding process, and performance review process

Qualifications:

- Commitment to and passion for Footsteps mission
- 2+ years of relevant or transferable experience
- Able to maintain a high level of confidentiality and use appropriate discretion
- Strong penchant for systems and efficiency
- Experience with at least one database (such as Salesforce)
- Highly attentive to detail with excellent organizational skills
- Strong proficiency and comfort with technology (Microsoft Office, Google Suite required)
- Outstanding verbal, written, and interpersonal communication skills
- Demonstrated ability to prioritize, delegate, and manage multiple priorities at once
- Strong record keeping, time management, and planning skills
- Dedication to working inclusively and collaboratively
- Able to work occasional evenings and weekends to staff member and donor events

Desired Competencies

- Able to work successfully with people at all levels of an organization (staff, board, donors, consultants, volunteers, and members)
- Comfort working in a fast-paced, growing organization

Location: New York City

Start Date: April 2020

Salary: \$42,000-\$48,000 commensurate with experience

How to Apply

Please send your resume and cover letter to opportunities@footstepsorg.org and indicate your name and "Operations Associate" in the subject line. **We encourage you to apply soon; we will be reviewing applications on a rolling basis.**

Team + Benefits: You will join an amazing team of passionate, mission-driven colleagues. We offer a competitive benefits package that includes: flexible work schedule; possibility of working remotely one day a week; paid holidays and 20 days of paid time off in first year; four weeks of paid parental leave in first year; health, dental, and vision insurance; 3% match for IRA retirement plan; flexible spending accounts for health care, dependent care, and transit; and \$1,000 a year for professional development.

Footsteps is an equal opportunity employer. Immigrants, people of color, formerly ultra-Orthodox individuals, LGBTQIA people, people with disabilities, and people who come from poor and working-class backgrounds are strongly encouraged to apply. Footsteps does not discriminate on the basis of race, color, religion, sexual orientation, gender identity or expression, national origin, age, disability, marital or veteran status, or any other legally protected status.