

**Position Title:** Operations Specialist  
**Position Type:** Full-time (40 hours per week), Exempt  
**Reports to:** Finance Manager



### Organization Description

Founded in 1988, the Lavender Youth Recreation & Information Center (LYRIC) provides supports and services to over 1,200 lesbian, gay, bisexual, transgender, queer, questioning (LGBTQQ) and allied youth (annually), 24 years old and under. LYRIC's mission is to build community and inspire positive social change through education enhancement, career trainings, health promotion, and leadership development with LGBTQQ youth, their families, and allies of all races, classes, genders, and abilities. The organization has a budget of approximately \$2 million as well as a youth-adult team of approximately 20 staff members, 4 fellows, and 90 paid youth interns. In alignment with LYRIC's Strategic Plan, the organization envisions: (1) schools that are transformed into safe, inclusive environments where LGBTQQ students can thrive and (2) a comprehensive network of community support to ensure successful progression into adulthood for Transitional Age LGBTQQ Youth. The organization works toward this vision by (1) uniting best practice with innovation to realize the organizational excellence needed to advance the field of LGBTQQ youth development and (2) growing community support that reflects a high level of partner investment in our mission, vision, and organizational sustainability. The organization is in an exciting period of growth and innovation, guided by our strategic initiatives and the following operating principles:

- **Learning:** We bring curiosity, creativity, and fun to our work.
- **Sustainable Impact:** We commit to the long-term transformation of lives and institutions.
- **Leadership:** We foster leadership to support a progressive movement that spans generations.
- **Allyship:** We believe that everyone has a role in creating safe and thriving communities.
- **Social Justice:** We build upon a proud history of community self-determination by challenging institutionalized invisibility & inequity.

### Position Summary

The Operations Specialist is a support staff position that works across the organization, in order to support the day-to-day operations of the agency and ensure the on-going safety, organization, efficiency, compliance, and sustainability of LYRIC. Importantly, the Operations Specialist maintains welcoming and presentable facilities that communicate LYRIC's high standards for serving youth and care for the community. To support engagement throughout the organization, the Operations Specialist is highly mobile, working throughout the building rather than from a fixed work station. This position requires a committed, detail-oriented individual with excellent interpersonal skills who will focus on the areas of (1) Office Management, (2) Facilities Management, (3) Information Technology, and (4) Logistic/General Support. This position requires a high degree of consistency (e.g., opening/closing the office each day), flexibility (e.g., responding to time-sensitive logistical support needs), and organizational skills (e.g., inventory lists/operating procedures updated routinely).

### Responsibilities

#### Office Management

1. Answer phones/check general voicemail/email, routing callers/messages to the appropriate person.
2. Out-going mail preparation/delivery; In-coming mail distribution; Courier/express mail coordination.
3. General clerical support: copying, faxing, filing, typing, data entry.
4. Supply inventory: stock maintenance, organization, and procurement.
5. Administration of agency phone systems; Communicate with phone service providers and maintain working knowledge of system and technology; Provide training/support for staff.
6. Office equipment maintenance and upgrade, including processing of leases and maintenance agreements.
7. Audio-visual equipment maintenance and upgrade; management of check-out/check-in system for staff

use.

8. Liability Insurance: Preparation of renewal packet, ongoing review of coverage, ongoing internal risk management compliance and improvement, liability waiver management.
9. Maintenance and review of all vendor relationships.

#### Facilities Management

1. Responsible for ensuring that the LYRIC House is a safe, clean, efficient, and welcoming space.
2. Coordinate day-to-day building maintenance and oversee long-range facility improvements of LYRIC-owned building and grounds, managing working relationships with LYRIC's custodian and other vendors.
3. Manage storage/organization/disposal of agency property; ensure pick-up/disposal of compost/recycle/trash/sensitive documents.
4. Ensure compliance with ADA and other regulatory requirements.
5. Coordinate emergency preparedness drills and maintain emergency preparedness equipment and supplies, including fire extinguishers and first aid kits.
6. Ensure cleanliness/food safety, tidying kitchen/main program areas, wiping down tables and cleaning up dishes daily.
7. Conduct daily facility inspection, ensuring that needed repairs and/or security issues are addressed immediately; ensure exterior of building/garden are well maintained.

#### Information Technology

1. Manage the organization's technology needs and coordinate with I.T. consultant to address computer systems and server maintenance; Provide on-site troubleshooting/routine updates.
2. Communicate and coordinate with internet service provider to ensure consistent internet access and to troubleshoot connectivity issues.
3. Maintain hardware inventory/software licenses, manage multi-year I.T. plan, and coordinate replacement of equipment to maintain a well functioning system.
4. Administer agency email, calendar, and file sharing systems.

#### General Support and Logistics

1. Collaborate with staff to ensure that LYRIC's Community Agreements are understood and followed by all visitors; provide conflict de-escalation, as needed.
2. Coordinate logistics for agency meetings/retreats/program session, including ordering/set-up/clean-up of food; provide staff support for special events (e.g., youth dances, annual Open House, etc.).
3. Attend organizational meetings and gatherings, as required.
4. Support program team: Managing relationship with Food Bank, purchase food, and coordinate storage/distribution of food/urban survival/safer sex supplies for youth.
5. Support board of directors (under the direction of the Executive Director): Maintain board email list, prepare monthly board packet, coordinate monthly meeting logistics, take board meeting minutes, and ensure annual posting of open board meetings.
6. Support finance team: As needed, provide additional/back-up support for fiscal and personnel-related tasks (e.g., bank deposits, timesheet collection, organization of lease agreements for audits, etc.).
7. Support development team: As needed, provide additional/back-up support for fund development activities (e.g., logistical support for special events, donor call nights, etc.).
8. Engages with LYRIC youth, staff, and board in organization-wide grassroots fundraising campaigns.
9. Other duties as assigned.

## Qualifications

1. At least two years of experience (or a combination of at least two years of education and experience) in office management, facilities management, information technology, and logistical/administrative support; experience working in a nonprofit youth organization, preferred.
2. Knowledge of office management, facilities management, information technology, and nonprofit administration.
3. Knowledge of and proficiency using MS Office (Word, Excel, PowerPoint), Google Apps, and multi-line office phone systems.
4. Knowledge of basic information technology support and troubleshooting practices.
5. Knowledge of good practices in managing systems for paper and electronic files, inventory and archives.
6. Valid California Driver's License, access to registered/insured vehicle, and ability to drive for work purposes.
7. Ability to walk up and down the stairs of a three story building several times a day and lift 20lbs.
8. Ability to work evenings and weekends, as required.
9. Competent in working in a multiracial, multicultural, multi-gendered, and intergenerational environment.
10. Exposure to and commitment to learning more about positive youth development framework, youth-adult partnership frameworks and knowledge of LGBTQ youth issues.
11. Highly consistent and self-motivated; able to take initiative, manage, and complete multiple tasks within deadlines and within budget.
12. Excellent written/verbal communication and math skills.
13. Action-oriented with excellent problem-solving skills.
14. Highly organized, detail-oriented, and able to work in a fast-paced environment where tasks may be interrupted frequently.
15. Ability to seek out, encourage, and exchange appreciative as well as developmental feedback with colleagues and supervisor.
16. Ability to identify and communicate needs for support.
17. Ability to address challenges directly by de-escalating conflict and fostering mutual understanding.
18. Commitment to ongoing self-improvement and professional development.
19. CPR/First Aid certification, highly desirable.
20. Fluency in Cantonese, Mandarin, or Spanish, highly desirable.

## Compensation

**DOE.** Competitive salary + Excellent Benefits.

Benefits include:

- Full coverage of medical, dental, vision, and acupuncture/chiropractic insurance for employee;
- Annual, merit-based raises up to 5%;
- Generous holiday, vacation, sick, and personal leave; and
- Annual \$800 Health and Wellness supplement and flexible schedule to support work/life balance.

## Equal Opportunity Employer

*LYRIC is an equal opportunity employer. Applications are strongly encouraged from women, people of color, immigrants, young people, lesbian, gay, bisexual, queer, transgender and genderqueer people, people living with HIV/AIDS, people with disabilities, and bilingual and bicultural people. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.*

## To Apply

To apply, please send an email to [careers@lyric.org](mailto:careers@lyric.org). Put "Operations Specialist Job" and your name in the subject line, and include as attachments (in .pdf format only):

1. Cover letter with full contact information.
2. Résumé

You will be notified when your application is received. We will contact you if we wish to talk with you about the position. Due to the high volume of applications we expect to receive, we ask that you **do not contact us** about the position unless we have invited you to move forward with the application process. At that time, we will be happy to answer any questions.

*The application process will include several steps:*

1. Each applicant will be notified by email that the application was received.
2. Selected applicants will be emailed several questions and asked to provide written answers.
3. Selected applicants will then be invited to LYRIC for an interview with members of the hiring committee.
4. If necessary, a second interview with the hiring committee will be conducted.
5. An offer will be made to one applicant.

*Applications are being accepted now and the position will remain open until filled. We will post a notice on the LYRIC website ([www.lyric.org](http://www.lyric.org)) when applications are no longer being accepted for consideration. Thank you in advance for your interest in the position.*