



Administrative & Operations Coordinator

Hours: 40 hours per week

FLSA Status: Non-Exempt

About New Horizons Ministries

New Horizons partners with youth experiencing homelessness in Seattle on their journey toward sustainability. We offer programs to facilitate youth's transition off the streets. From a hot meal and a shower to case management and job training, we meet youth where they are to reconnect them to the resources they need to pursue their goals. Because youth may arrive distraught, disconnected or disillusioned, we seek to be a safe place where they will be accepted for who they are. We offer our services and love to any and everyone who comes to us in need of assistance, because each person deserves to be loved, seen, known and respected. Since 1978, New Horizons' presence has grown from street outreach and drop-in to shelter, employment and housing assistance. Knowing that finding relationship and stability is the first step, New Horizons is committed to providing ongoing support to youth experiencing homelessness and to assist them to secure stable employment and housing. We now serve over 900 youth and young adults annually and utilize a trauma-informed care and positive youth development models to provide culturally responsive services.

Job Summary

New Horizons is looking for a highly detailed and efficient Administrative & Operations Coordinator to support our growing team and manage a dynamic office environment. The ideal candidate will possess impeccable organizational skills and an ability to communicate effectively with a diverse population of young adults, donors, staff, and community partners. Candidates must be self-motivated, well-organized, and possess an eye for process improvement. New Horizons' mission is to partner with homeless youth as they journey toward a sustainable future.

Primary Responsibilities

- Administration:
 - Coordinate and oversee office and administrative filing and systems
 - Manage supply inventory, office vendor contacts, and various databases
 - Train and support young adult apprentices in administrative tasks
 - Manage routine correspondence via email, phone, and in person
 - Coordinate mailings, including weekly donation receipts and quarterly mass-mailings
 - Coordinate invoice processing, prepare checks and cash for deposit
 - Develop and manage systems to ensure efficient communication among staff
 - Maintain organization calendars and email groups
 - Support other staff with administrative functions
 - Receive and manage incoming and outgoing mail, packages and gift-in-kind donations.
 - Attend meetings, take minutes and disseminate information as needed
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- . HR Support:
 - o Coordinate recruiting efforts by managing job postings, tracking applicants, and scheduling interviews with candidates and staff
 - o Complete background checks, reference checks, and occasional phone screenings
 - o Develop and manage staff on-boarding procedures
 - o Provide office orientations for new staff, volunteers and interns and ensure that office procedures are properly maintained and followed
- . Executive, Development and Board Support
 - o Provide support for agency board managing communications, preparing materials, and coordinating schedules
 - o Support Executive Director by managing correspondence, scheduling, and calendar
 - o Support Development with gathering information from staff for grants or reports
- . Operations Team Support
 - o Attend meetings and provide support to team members and overall department goals and objectives
 - o Manage check-out systems such as the van keys, parking permits, bus tickets and others as needed
 - o Kitchen Coordination and Systems Support
 - o Oversee documentation of organization processes and procedures
 - o Other duties as assigned
- . Hospitality:
 - o Serve as the first contact for visiting clients, donors, volunteers, and other guests of the organization
 - o Manage client's building and office access and assist with connecting youth to resources
 - o Coordinate the general milieu of the office
 - o Maintain a tidy office space for guests and staff
 - o Help coordinate logistics for large events and/or trainings

Knowledge, Skills & Abilities

- . Two or more years of prior work experience in an administrative capacity is preferred
 - . Previous work with populations experiencing homelessness preferred
 - . Experience managing complex calendars and schedules for managers and directors
 - . Experience developing and maintaining systems to improve efficiency and communication
 - . Enthusiastic about New Horizons' mission to partner with homeless youth
 - . Must have a high degree of initiative, motivated self-starter, adapt to a changing environment, detail-oriented, organized, and flexible
 - . Must be able to work and meet deadlines in the midst of frequent interruptions
 - . Highly collegial - able to work positively and productively with colleagues and volunteers at all levels - in person, by email and telephone
 - . Able to meet deadlines, multi-task in a cross-functional environment, and interact with all levels of personnel, board members, donors, volunteers and others
 - . Proficiency in Microsoft Office: Word, Excel, Publisher, PowerPoint, and Outlook
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- . Proficiency in Office 365 and basic IT troubleshooting skills
- . Excellent written and verbal communication skills; outstanding customer contact skills
- . Must enjoy working with basic office technology – computers, fax machine, copier
- . Exposure to sensitive information will necessitate the use of tact, discretion and judgment

Salary: \$18-21 hourly + generous benefits package

New Horizons is an equal opportunity employer and qualified applicants from all cultures and communities are encouraged to apply, especially people of color, members of the LGBTQIA+ community and people with lived experience.

Visit nhmin.org/careers to learn more.

Email your cover letter and resume to careers@nhmin.org to apply.
