



ADMINISTRATION AND OPERATIONS DIRECTOR

Created Gainesville is committed to reaching and restoring lives impacted by sex trafficking and sexual exploitation.

Purpose: The Administration and Operations Director is a full time exempt staff position and is responsible for overseeing the daily functions of Created Gainesville's office space, coordinating and overseeing Created Gainesville's outreach, and overseeing the Administration Department. This role is instrumental in effectively running Created Gainesville's programs. This director fosters and maintains an office environment that ensures each woman who enters the office is greeted with excellence, dignity, and value, and the same experience happens for each prospective volunteer/donor/partner who visits or communicates with the organization. They are responsible for procedures, systems, and policies being completed, up to date, and clear. They also manage and respond to communication coming in through the phone as well as contactus@createdgainesville.com and volunteer@createdgainesville.com.

Reports to:
Executive Director

Salary: \$40,000

Duties & Responsibilities:

- Administrative Duties: (85%)
 - Oversee email correspondence from Contactus@createdgainesville.com
 - Oversee email correspondence from volunteer@createdgainesville.com
 - Manage Grasshopper and send messages to appropriate people
 - Ensure all organizational and nonprofit paperwork is up to date and reapply when necessary
 - Coordinate donation deliveries, pick-ups, and one-day service projects
 - Ensures that all in-kind donors related to outreaches (ie. Oasis meals, gifts, baked goods, celebrations, etc.) are thanked through a handwritten note.
 - Ensure all Kindful donors are thanked
 - Update all statistics in the yearly stats document
 - Maintain boutique organization and donations.

- Answer contact forms, event and speaking forms, and newsletter subscribers
- Communicate with event contacts and confirm speaking engagements
- Keep track of, communicate with partners about filling needs, and order inventory as needed
- Develop and Manage systems: Assess systems and communication to develop solutions for more streamline operations.
 - Systems include: LessannoyingCRM, Kindful, Signup Genius, Background checks, Grasshopper, Groupme, Trello, Google Calendar, Zoom, Voxer, Paycom
- **Oversee and manage the Human Resources, Development, and Finance Departments**
 - Facilitate hiring and onboarding process
 - Oversee monthly payroll
- **Oversee and facilitate L10 Meetings with the Administration Department**
- **Volunteer and Outreach:**
- **Oversee online sign ups on signupgenius.com (5%)**
 - Check signupgenius.com on a weekly basis to make sure that we have all outreaches sponsored. Confirm Oasis and Club bag sponsors one week prior to the signup date via email, reminding them of details and when/where to drop off items. Primary contact for all sponsors to communicate questions about sponsored items they are signed up for.
 - Ensure we have an appropriate number of volunteers scheduled for upcoming outreaches.
 - Make sure all outreach dates are on signupgenius.com and in Google calendar
- **Volunteer Coordinating: (10%)**
 - Oversee applications, onboarding, paperwork, recruitment, communication, and scheduling of all volunteers and sponsors
 - Schedule and plan monthly volunteer recruitment meeting (Created Connect)
 - Confirm volunteers one week before outreach and the day of the outreach.
 - Schedule and send reminders about team training.
- **Intern Management:**
 - Provide training, prepare Checklists, oversee communication, calendar, and materials
- **Outreach bag/supplies:**
 - Responsible for packing street and club outreach bag by the morning of each outreach and coordinating with team leader for pickup of needed supplies
 - Recruit business/church sponsors to donate items/gift cards/baked goods for upcoming outreaches
 - Order needed supplies for upcoming outreaches if they have not been donated
 - Oversee the planning of special holiday outreaches and parties for women in Oasis (Thanksgiving, Christmas)

Education and/or Experience

- Bachelor's degree or higher
- Administrative experience
- Proficient in Word and Excel
- Ability to work in a collaborative, fast-paced environment
- Strong written and oral communication skills
- Ability to manage multiple projects simultaneously
- Strong organizational and analytical skills
- Willingness to establish and maintain effective working relationships
- Humble, servant leadership experience
- Clean driving record, preferred

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, and ability to adjust focus.
- In the performance of the duties of this job the employee is required to travel (frequency), drive a motor vehicle, communicate using telephone and email.



Work Environment:

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.