



OFFICE AND OPERATIONS MANAGER

POSITION SUMMARY

The Florida Housing Coalition, Florida's leading nonprofit organization specializing in affordable housing solutions, is hiring an Office and Operations Manager to ensure our administrative, financial, and operational functions run efficiently. Reporting to the Chief Operating Officer, this critical role supports a collaborative team dedicated to improving affordable housing access across Florida.

PRIMARY DUTIES

The Office and Operations Manager's primary duties include:

Office Management and Administrative Support

- Serve as the first point of contact for office inquiries, mail, and communications.
- Maintain and organize office files, records, and databases.
- Manage office supply inventory and place orders as needed.
- Oversee maintenance of office equipment and liaise with vendors for repairs or service.
- Manage vendor relationships and service agreements.

Financial and Operational Support

- Prepare and submit compliance reports to meet organizational deadlines.
- Support the finance team with invoicing and accounts payable/receivable tasks, including receiving and logging checks, reconciling credit cards, and preparing documentation for the organization's annual audit.
- Assist the Chief Operating Officer with completing and filing state and federal reports.
- Work with vendors and customers to ensure agreements and records are executed and maintained.
- Assist the Chief Operating Officer with the management and tracking of contracts and grants from proposal to closeout, including data entry, completing forms, collecting organizational documentation, invoicing customers, and retaining contracts and related documents in an organized manner.

Staff Support

- Adapt to the diverse needs of team members, adjusting workflows and communication styles to align with individual and organizational priorities.
- Schedule and coordinate executive staff meetings, appointments, and travel arrangements.
- Provide administrative support to the staff, including mailing, reporting, printing/copying, and troubleshooting internal systems.
- Assist with logistics for event planning for workshops, retreats, and meetings.
- Assist with employee onboarding and offboarding, including coordinating benefits enrollments, maintaining personnel records, and communicating with employees.

Member Support

- Serve as the primary liaison for member network inquiries, applications, and financial records management.

- Oversee the Wild Apricot database, ensuring accuracy, setting up event registrations, and processing membership payments.

CORE COMPETENCIES

The qualified candidate will possess the following core competencies:

- Strong organizational abilities.
- Mastery of the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams, and SharePoint).
- Proficient in project management. The Coalition utilizes Monday.com.
- Excellent verbal and written communication skills.
- Basic knowledge of bookkeeping or financial management.
- Experience with remote or hybrid work.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required; associate or bachelor's degree preferred.
- 5-10 years of experience in office management, administration, or a related field. Nonprofit experience is a plus.
- Experience with remote or hybrid work.

TECHNOLOGY AND PROFICIENCY

- Mastery of Microsoft Office, including Word, Excel, PowerPoint, Teams, and Outlook required.
- Experience with project management software a plus.

PAY & BENEFITS:

This is a full-time, competitive, salaried position with excellent medical, dental, retirement, and disability benefits. The pay range is \$55,000-\$60,000 annually, commensurate with experience. This hybrid position requires 2-3 days/week in our main office in Tallahassee, FL. The Florida Housing Coalition is an Equal Opportunity Employer.

APPLICATION INSTRUCTIONS:

Please send the following to rosado@flhousing.org with "Office and Operations Manager" in the subject line:

- Resume
- List of at least three references
- Cover letter