



Center Operations Coordinator

Status: Full Time; Salary
Classification: Non-Exempt
Reports To: Chief Operating Officer

Organizational Profile:

Pridelines is a rapidly growing non-profit, 501c3, organization dedicated to supporting, educating and empowering South Florida's lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) youth and the community at large in safe and diverse environments through affirming programs and services, to promote dialogue, wellness and to foster social change.

Position Overview:

The Center Operations Coordinator is responsible for the safe, secure, and healthy operation of the community center and its programs. To that end, the Center Operations Coordinator is responsible for coordinating and managing community center operations, events, programming, groups, scheduling, and volunteers. When on duty, the Center Operations Coordinator is one of the first points of contact for community members seeking to participate in Pridelines' programs and services. The person in this position is responsible for interfacing with various stakeholders and coordinating opportunities at the Center to increase community engagement and create a service environment that is conducive to human development.

Responsibilities: Primary roles and responsibilities include, but are not limited to:

Center Coordination:

- a) Coordinates the opening and closing schedules for both Pridelines Miami and Pridelines Miami Beach Community Centers
- b) Manages the front desk area, including the door, the phone, and the David Bohnett CyberCenter
- c) Fosters a clean, welcoming, healthy, safe, and vibrant Center environment at all times--including the parking lot and garden areas
- d) Informs Center users about Pridelines' programs and requirements/guidelines for participation
- e) Manages the maintenance of the Center by keeping it clean, organized, and stocked of necessary items
- f) Coordinates all Center repair, IT, pest control, and other operations issues in a timely manner and contacting the necessary vendors
- g) Reporting & Data Management:
 - Keeps an accurate record of all Center visits and incoming phone calls
 - Timely submission of monthly reports related to tasks, accomplishments, and Center programs and activities
- h) Special Events Coordination:
 - Responsible for scheduling all center programs, activities, and special events including booking, space setup, and fee collection when applicable
 - Ensures that groups wishing to use the space for events complete the appropriate documents and comply with terms of space usage agreement document
 - Serves as the liaison between Pridelines and event lead on the day of the event

Volunteer Relations/Coordination:

- Recruits a minimum of two new volunteers per month to support Pridelines programs, services, and events
- Trains volunteers in accordance with Pridelines' policies and procedures
- Ensures timely follow up (*within 48 hours*) of volunteer inquiries
- Manages volunteer relationships including screening, orientation, and evaluation
- Matches program volunteers with appropriate departments
- Supervises front desk, Center operations, and event-specific volunteers and provides technical assistance on given tasks
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- Plans quarterly volunteer appreciation activities
- Schedules volunteers, including reception area and group facilitators, to support with community center and program needs
- In the absence of appropriate volunteers to perform certain duties, the Center Operations Coordinator is responsible for finding an appropriate substitute or completing the task themselves
- Maintain accurate information in volunteer database

HIV Testing:

- When necessary, the Center Operations Coordinator will provide free confidential HIV and STI testing to center visitors according to protocols and guidelines as a certified testing site

Team-Building:

The Center Operations Coordinator will actively and regularly participate in Pridelines' team-building activities, including supervisory meetings, program meetings, and/or staff meetings, as scheduled. All team members may be asked to assist with outreach efforts.

Organizational Culture:

Pridelines is committed to developing and maintaining a safe and diverse environment for our clients and our staff alike. Our team focuses on providing professional and personal support to each other whenever possible. As an agency, we always seek to empower our team members and therefore try to promote from within. Pridelines' work environment is fun, friendly, and collaborative.

Physical Activity Requirements:

This position requires frequent computer use and occasional lifting of up to 50 pounds, ability to work on nights and on weekends. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position may also require frequent travel, sometimes at short notice.

Qualifications:

- Excellent interpersonal skills with great oral and written communication skills
- High level of organization skills and the ability to prioritize and successfully manage multiple tasks
- Must be able to work flexible hours including nights and weekends
- Certified in HIV testing, counseling, and linkage or willing to receive certification within 90 days of employment
- Must be able to pass level 2 background screening
- Experience working with diverse populations
- Experience with and understanding of non-profit, mission-based advocacy (a clear knowledge of lesbian, gay, bisexual and transgender issues a definite plus)

Non-Discrimination Statement:

Pridelines is an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, queer or questioning are encouraged to apply. Pridelines does not discriminate and will take measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the gender identity/expression, sexual orientation, familial status, religion, mental or physical impairment, age, race, marital status, creed, color, or national origin.

To apply for this position, please submit your cover letter and resume to careers@pridelines.org