



Job Title - Operations Coordinator

Job Description

Location(s): 2803 Mossrock San Antonio, TX 78230
Reports to: Director of Operations and Human Resources
Salary Grade: Part Time / \$18.00-19.00 per hour Non-Exempt
Monday – Friday 9:00 am – 2:00 pm

Position Overview

The primary role of the Operations Coordinator is to implement and support operations and facilities at the Charlie Naylor Campus of Rise Recovery and demonstrate characteristics consistent with the Rise Recovery core values - Community, Outstanding Service, Relationship, and Empowerment. The Operations Coordinator represents a critical link between Rise Recovery and the community we serve.

All employees should demonstrate commitment to Rise Recovery's mission and values while providing enthusiastic, professional and courteous service to all who receive services. Additionally, all Rise Recovery staff must cultivate donor and community relationships to raise awareness of the organization's work, goals, and financial needs.

Essential Job Functions

- Focuses on the details of day-to-day operations at the Rise Recovery campus and any other locations housing any Rise Recovery property, offices, or meeting space.
- Ensures that the facility is functioning at optimum capability to sustain day-to-day operations.
- Coordinates daily business operations, ensuring organizational excellence.
- Manages all vendor relationships and logistics to include; outsourcing, overseeing facility projects, successful project completion, licenses, warranties, renewal timelines, etc.
- Manages building and equipment maintenance schedules
- Function as liaison to IT, phone and internet providers.
- Oversees and provides supervision to Front Desk Intake Specialist and Facilities Maintenance Support
- Plans, organizes, and executes maintenance and custodial activities, including scheduled and documented preventive maintenance activities to ensure upkeep of all Rise Recovery facilities.
- Informs any vendor or contracted worker of company policies and ensure compliance with these, especially safety regulations.



- Collaborates with other staff members to ensure any and all projects are completed in a timely and satisfactory level.
 - Provide on-call/overtime support as needed to maintain Rise Recovery facilities and property.
 - Oversees coordination of Community Service Program
 - Oversees all Rise Recovery user management profiles for a variety of operational platforms.
 - Assists with the room reservation system and space use agreements
 - Assist with the Rise Recovery Training Institute
 - Other duties as assigned.
-

Education and Training

- Bachelor's Degree in a relevant course of study or equivalent administrative experience.
 - A minimum of one (1) year experience in Operations and/or Facilities role.
 - A minimum of two (2) years supervisory experience.
-

Knowledge and Experience

- Applicants must have a valid Texas driver's license, a minimum of six (6) years of driving experience, and a clean driving record.
 - Applicants must be twenty-three (23) years of age or older to comply with Rise Recovery's insurance requirements.
 - Ability to pass a criminal history check and drug screening.
-

Skill Competencies

Interpersonal Skills

- Demonstrated ability to oversee and collaborate with staff in team-friendly environment.
- Ability to effectively communicate, both in writing and verbally.
- Superior customer service protocols, maintaining professional relationships with team members and clients, with a commitment to quality service.
- Demonstrated ability to relate with respect to persons from diverse ethnic, social-cultural, life-style, and educational backgrounds.

Professional Skills

- Strong organizational abilities, including planning, delegating, and business processes.
- Attention to detail and problem-solving skills.
- Adaptability and flexibility to adjust quickly to changing priorities and conditions.
- Ability to travel to meetings and other sites.
- Knowledge of office management systems and procedures.
- Excellent time management skills and ability to prioritize work to meet all deadlines.



Technical Skills

- Ability to navigate virtual communication platforms and digital applications/platforms.
 - Read and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals.
 - Ability to use office equipment as needed to include; computers, fax, copier, multi-line phone system.
-

Physical Requirements

- Ability to walk, stand, sit for short or long periods of time.
 - Able to operate standard office technology, and equipment and utilize office supplies
 - Able to carry standard office furniture for the purpose of event space set up and tear down
-

Working Conditions

- Standard administrative office environment.
 - Regularly scheduled hours may vary during periods of workload fluctuation.
 - Occasional early morning, night and weekend work may be necessary to support Rise Recovery events.
-

Rise Recovery is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

I have reviewed and understand the requirements of my position with Rise Recovery.

Signature

Date

Printed Name