

## **Job Announcement Operations Specialist**

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Do you enjoy connecting authentically with individuals who have a wide range of experiences and perspectives? Is your superpower bringing order out of chaos and making organizations run smoothly? Do you want a job where you can make a difference? If so, the National Fair Housing Alliance (NFHA) is looking for you! NFHA has an immediate opening for an engaging, customer-service oriented individual with strong administrative experience to serve as Operations Specialist.

### **About the National Fair Housing Alliance**

NFHA leads the fair housing movement and is the nation's only national organization exclusively dedicated to eliminating all forms of housing discrimination and ensuring equitable opportunities for all people and communities. We have a diverse, experienced, mission-driven, and impactful team that has developed equity-based policies at the federal, state, and local levels to expand fair housing opportunities; brought precedent-setting litigation to eliminate some of the most heinous forms of housing discrimination; conducted groundbreaking research to promote equitable solutions; and invested millions of dollars in underserved communities. We have solid relationships, built on trust, with national, regional, and local organizations, and we effectively draw upon these connections to dismantle longstanding barriers to equity, root out bias, and build diverse, inclusive, well-resourced communities. We are game changers that millions of people rely upon to advance fair housing.

To learn more about NFHA, please visit <https://nationalfairhousing.org/>.

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### **Operations Specialist**

Supervisor: Kathleen M. Flynn, Chief Operating Officer

Location: Washington, D.C. (hybrid)

Status: Full-time exempt

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### **Position Summary**

The Operations Specialist is responsible for managing office systems, processes, administration, and technology, as well as providing administrative support across all departments, for the National Fair Housing Alliance (NFHA), a fast-growing, mission-driven, nonprofit organization. The Operations Specialist ensures that NFHA's operations run smoothly, and administrative tasks get accomplished timely and effectively. The Operations Specialist provides outstanding customer service and support to leadership, co-workers, vendors, members, partners, donors, and the general public.

The Operations Specialist will be self-motivated and pro-active, excited by technology, thrive on logistics and planning, and have a strong eye for detail. The Operations Specialist reports to the Chief Operating Officer.

Please note: Due to the role's responsibilities, the Operations Specialist will be expected to be in-person at NFHA's Washington, DC, office (or other on-site location) an average of three days per week, as well as supporting the occasional weekend or evening event.

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## **Duties & Responsibilities**

### **Administrative Support**

- Manage office operations to ensure that administrative tasks are accomplished efficiently and effectively.
- Respond to phone calls in an efficient, timely, and customer friendly manner; make referrals, respond to requests from members, and handle other basic requests.
- Handle, forward and/or scan all mail and packages received at NFHA's offices; manage mass mailings.
- Welcome and greet visitors to NFHA's offices.
- Ensure that office equipment is maintained properly, including printers, copiers, postage meter, kitchen appliances, etc.
- Order and maintain office supplies, printed materials, and other promotional and collateral support materials in a cost-effective manner within budget.
- Serve as main contact with building and security.
- Assist with data collection and entry; maintain organizational databases, including mailing lists.
- Share responsibility for maintaining a presentable, safe, and pleasant office environment.
- Provide administrative support to senior staff on an as needed basis.

### **Board and Meeting Support**

- Arrange and manage logistics for in-person, hybrid, and virtual meetings, including board meetings and staff retreats.
- Manage technology for virtual, hybrid, and in-person meetings, including complex Zoom/Teams meetings.
- Manage meeting venues and space rentals for board and staff meetings, including all associated logistical details such as contract negotiations, billing, catering, room set up, and audio/visual requirements.
- Locate and arrange hotel accommodations and manage travel arrangements for board members and staff, including tracking hotel room bookings and reimbursements for travel-related expenses.
- Support the Education and Outreach team with production, shipping and handling of digital and printed materials and collateral for events and training programs, such as programs, agendas, name tags, table tents, and signage.

### **Culture and Staff Engagement**

- Develop and maintain systems for managing calendars, including tracking leave time, holidays, meetings, etc.

- Engage staff with activities, including staff spotlights, parties, retreats, etc.
- Develop ways to build NFHA culture in a remote environment.

### **General Responsibilities**

- Maintain detailed and accurate time records.
  - Actively participate in staff meetings.
  - Participate in professional development training, including regular attendance at fair housing trainings.
  - Maintain confidentiality of NFHA work product, investigations, and other materials and information.
  - Perform other responsibilities and duties as assigned by the COO.
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### **Qualifications**

- At least three years' experience in operations or administrative role for a non-profit organization or similar professional setting.
  - Associate degree or higher required; Bachelor's degree (or equivalent experience) preferred.
  - Outstanding attention to detail and organizational skills, including ability to prioritize conflicting needs and successfully complete projects with deadline pressures.
  - Exceptional written, oral, and interpersonal skills; ease and confidence interacting with a variety of stakeholders, including clients, staff, board members, partners, members, vendors, donors, and complainants.
  - Strong computer and software proficiency. Excellent knowledge of technology as well as problem-solving skills related to IT and troubleshooting.
  - Demonstrated quality data entry skills.
  - Strong problem-solving and project management abilities.
  - Collaborative work style, with a customer service orientation and flexibility; ability to work well with people of diverse backgrounds.
  - Great sense of humor, joyful attitude, and passion for people.
  - Ability to work independently.
  - Exceptional judgement and ability to handle sensitive and confidential information and situations with poise, tact, discretion, and diplomacy.
  - Flexibility and calm demeanor with unexpected or last-minute changes.
  - Commitment to civil rights, fairness, and justice.
  - Ability to represent the National Fair Housing Alliance in a professional and exceptional manner.
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### **Application Process:**

The salary range for this role is between \$60,000 - \$75,000. Salary is commensurate with experience. NFHA offers:

- 100% paid health, vision, and dental coverage for employees and family
- 100% paid life, long-term disability, and long-term care insurance
- Generous employer contribution to 403(b) retirement benefit plan
- Comprehensive paid time off benefits, including holidays, vacation and sick leave

Interested applicants should send a resume and cover letter via email to [careers@nationalfairhousing.org](mailto:careers@nationalfairhousing.org) with a subject line of: **Operations Specialist Applicant**. Incomplete applications will not be considered. No telephone calls, please.

Applications will be reviewed as received, and the position will remain open until filled. To ensure consideration, candidates are strongly encouraged to submit their applications by no later than **February 2, 2024**, as we aim to fill this position promptly.

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#### **Affirmative Action/Equal Opportunity Statement:**

NFHA values and encourages diversity in its workforce. NFHA supports affirmative action and is dedicated to promoting equal employment opportunities. NFHA does not discriminate on the basis of race, color, religion, national origin, ancestry, citizenship, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, disability, matriculation, political affiliation, or any other category or characteristic protected by the laws of the United States or the District of Columbia.