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Office and Operations Coordinator Position Announcement

Ritter Center is currently recruiting for an **Office & Operations Coordinator**. This is a **full-time, non-exempt** position reporting to the Director of Operations. This role is based in San Rafael, CA operating out of our Main Campus.

Position Description:

The Office & Operations Coordinator occupies a vital position at the organization by assuring the smooth operation of Ritter Center's facilities and services. Reporting to the Director of Operations, this position's primary responsibility is to ensure organizational effectiveness in the agency's day to day business operations and to contribute to the development, implementation and maintenance of effective organizational strategies, policies and practices. As part of the Operations team, this role interacts with staff members, agency partner, vendors, clients and members of the community, possessing a strong knowledge of Ritter services.

Job Duties and Responsibilities:

- Manage and increase the effectiveness and efficiency of the agency's operational systems, processes and policies in support of the organization's mission.
- Participate in the development of policies and procedures regarding the use of supplies and facilities in the agency.
- Interact with all departments on a regular basis, ensuring that all equipment and facilities are in proper working order.
- Initiate interventions to solve facility problems as early as possible.
- Manage the ordering, inventory levels and onsite storage of office supplies, including agency stationary
- Manage Supply Order Request Forms, maintaining appropriate records
- Support the management of the agency facilities
- Act as a liaison between the agency and vendors, suppliers and contractors
- Manage keys and parking passes, keeping an accurate list
- Meet with Cleaning company quality assurance individual monthly
- Maintain logs and communication about cleaning issues and changes
- Manage the ordering, inventory levels and onsite storage of janitorial supplies
- Organize and oversee kitchen and common areas
- Maintain and Update Staff Phone Extensions
- Train new staff on phone usage, maintain logs of instructions and usage tips
- Maintain printers, copiers, faxes, generating calls for their maintenance and order ink and supplies as needed
- Set up new employees to scan and print
- Organize and triage IT needs, generating weekly IT To Do List for IT Contractor
- Stay on call from 6:00 am to 8:00 pm in case of IT / internet emergencies
- Manage the agency's IT Devices and the policy of their assignment and use
- Provide administrative support for meetings and events
- Oversee all aspects of Staff Holiday Party
- Provide support for our Holiday Toy Programs
- Create and maintain active and updates Operations Calendar, communicating with other to about upcoming events or deadlines



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- Offer administrative support for all trainings and meetings
- Meet twice monthly with Operational Director and HR to manage the agency's training schedule
- Oversee Relias website administration,
- Send out Relias training reminders to Staff Bi Yearly
- Keep updated data logs of Relias Training data, and create reports for Sr Leadership
- Create, organize, and upkeep training files and data for all staff
- Maintain Check Signer paperwork
- Maintain Credit card paperwork and signatures
- Manage Petty Cash
- Manage and reconcile mileage reimbursements
- Develop emergency plans to ensure the safety of the staff and building contents from fire, earthquake and other hazards
- Be comfortable responding to urgent and changing needs as issues arise
- Meet with supervisor, attend staff meetings and trainings as scheduled
- Adhere to the goals, objectives, and personnel policies of Ritter Center
- Perform other duties as assigned

Qualifications:

- Commitment to social equity and Ritter Center's mission
- Excellent computer skills and proficient in Excel, Word, Outlook, and Access
- Excellent communication skills both verbal and written
- Excellent interpersonal skills and a collaborative management style
- A demonstrated commitment to high professional ethical standards in a diverse workplace
- Excel at operating in a fast paced, community service environment with frequent interruptions
- Must use high level of confidentiality while handling patients' sensitive information, according to HIPAA standards
- Must have strong critical thinking, analytical, and problem solving abilities
- Ability to look at situations from several points of view
- Ability to multi-task and maintain accurate records and logs

Responsibilities of all Ritter Center Employees:

1. Demonstrates a clear understanding of the mission, purpose and philosophy of Ritter Center.
2. Places needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind.
3. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
4. Takes initiative and responsibility for decisions as an individual. Communicates information effectively both verbally and in writing.
5. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.

Physical Demands:

The work environment characteristics described here are representative of those that must be met by an employee to



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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 may be required to sit for long periods of time, talk, hear, write, operate a keyboard, have the visual acuity to read small print and view a computer monitor, reach to the top of a five drawer filing cabinet and lift boxes of about 35 lbs. The employee is required to interact with clients, volunteers and visitors both indoors and outdoors.

Work Environment:

The work environment characteristics described here are representative of those of a social services agency. Ritter Center's facilities are smoke-free.

Employment Practices:

Ritter Center is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment, or participation in its programs and benefits on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status.

ADDITIONAL BENEFITS:

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, and an Employee Assistance Program. Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

TO APPLY:

Please email your current resume, as well as a cover letter describing your interest in working for the Ritter Center, to Simon Tiles at simon@rittercenter.org.

This posting can also be found on [Indeed](#).