

Alternatives For Girls  
Job Description

Job Title: Coordinator of Support Operations (clerical)  
Reports To: Chief Operating Officer  
FLSA Status: Non-Exempt Part time (24 hours week.)

Department: Support Operations  
Date: 7-8-2011

DESCRIPTION: Under the supervision of the Chief Operating Officer or designee the Coordinator is responsible for clerical responsibilities in support operations and with assisting COO with task management/assignment responsibilities of Support Operations staff. Additionally, working with the Facility & Grounds Maintenance Coordinator, this person is responsible for assuring timely and appropriate outside inspections/certificates (health, fire, elevator, etc) are in place as required by city of Detroit and/or state of Michigan. This individual is responsible for maintaining keys and access cards and assisting with building maintenance logs and more.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Administrative Activities:

1. Oversee scheduled maintenance logs for AFG's vehicles, assisting in insuring that vehicles are taken to reputable garages for oil change, tune-ups, tire checks, and other routine maintenance/repair as needed and within the limits of the agency operating budget.
2. Oversee logs of major repairs and maintenance of AFG's facility and equipment.
3. Oversee outdoor grounds maintenance logs and budget during the year. Note: winter maintenance includes removal of ice/snow from various areas as needed.
4. Assist COO to oversight of cleanliness of the facility and in assigning routine and non-routing responsibilities within the department, as needed.
5. Order and maintain janitorial supplies within the limits of the agency's operating budget.
6. Responsible for timely and accurate distribution and return of keys, key cards, etc.
7. Assist receptionist team with reception responsibilities as needed. (This will include all receptionist responsibilities, such as answering the phone, taking messages, opening the reception area, sorting mail, screening visitors, etc.)
8. Develop and review list of vendors annually to assure quality services and control pricing.
9. Routinely review facilities practices and procedures to streamline processes and assess costs.
10. Other duties as assigned.

#### Documentation:

1. Complete all relevant documentation to assure tracking of support operations expenditures. With input from supervisor and regular reporting, manage budgetary items in support operations.
2. Compile statistics and complete narratives that contribute to monthly, annual, and other reports.

#### Intra-Agency Relations:

1. Participate actively as a member of the Support Ops team and assist in facilitating effective working relationships with staff in other agency components.
2. Help develop and nurture strong relationships with other agencies through visits, phone calls, and referrals in order to insure client access to needed services.

#### Inter-Agency Relations:

1. Help develop and nurture strong relationships with other agencies through visits, phone contacts, letters of agreement and referrals in order to insure client access to needed services.
2. Represent AFG in a professional and positive manner at all times.

#### Supervision Given/Received:

1. Participate actively in individual supervision with the COO.
2. Supervise maintenance staff.

3. Directly supervise, or delegate supervision of volunteers designated to assist in Support Operations including initial and ongoing training, providing support and resource information as needed.

Personal Growth and Development:

1. Pursue professional development and lifelong learning.

Other Duties as Assigned. (marginal responsibility)

EDUCATION and/or EXPERIENCE

1. Associates Degree or High school diploma and equivalent experience.
2. Additionally, minimum of two years facility management and/or administrative experience.
3. Ability to oversee minor electrical repairs, plumbing repairs, tile work, lock-smithing helpful.
4. Ability to oversee major electrical, plumbing, other repairs helpful.
5. Familiarity with the Detroit community and its resources
6. Experience working with culturally diverse populations.

General Qualifications:

1. Flexibility, reliability, stability, and consistency in job performance.
2. Excellent verbal and written communication skills
3. Ability to work as an effective team member within a community-based organization.
4. High level of maturity, and personal stability; capable of setting limits and of effective organized follow-through.
5. Ability to handle crisis situations, maintains confidentiality, and tolerate stress professionally.
6. Knowledge of computer word processing programs. Experience with database programs is helpful.
7. Willingness and ability to maintain a flexible schedule, carry a pager/cell phone, and be available 24/7.
8. Meet all Agency licensing requirement: TB test, DHS clearance, etc
9. Valid Michigan Driver's license, excellent driving record and access to personal vehicle.

PHYSICAL DEMANDS/WORK ENVIRONMENT

1. Capacity to drive passenger van.
2. Extensive local driving may be required at times.
3. Heavy and moderate lifting of program supplies, furniture and donations required on a frequent basis.

SALARY RANGE: \$12.08 – \$13.60 depending on experience.

Send Resume to: HR Manager  
Alternatives For Girls  
903 W. Grand Blvd.  
Detroit, MI 48208 FAX #: 313-361-8941  
[sbelchunas@alternativesforgirls.org](mailto:sbelchunas@alternativesforgirls.org)

This position posted 6-26-09. This position is posted internally for five days after which time external applicants are accepted.

*Women and minorities encouraged to apply.  
Alternatives for Girls is an equal opportunity employer.  
AFG enjoys a smoke-free environment.*