

**Nationalities Service Center**

**Operations Coordinator**

Nationalities Service Center (NSC) is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

**Position Overview**

The Operations Coordinator is responsible advancing the quality of NSC programs and services and supporting the agency operations in the areas of contract compliance, financial management and operational support. This position will oversee contract compliance, prepare and provide reports, and foster relationships with internal and external stakeholders.

The Coordinator has internal contacts with the entire NSC staff and external contact with partners, stakeholders, and the general community. The position is a key member of the department leadership team requiring key input on coordination of agency operations and resolving overall departmental challenges. This position has access to sensitive NSC information and is expected to handle such information with integrity and professionalism. This position has regular contact with members of the community and is expected to represent NSC in a professional manner.

The Operations Coordinator will report to the Director of Program Operations and Quality Assurance.

**Essential Functions**

1. Assist Director of Program Operations and Quality Assurance in day-to-day coordination and management of operational activities.
2. Support program, departmental and organizational readiness for full contract compliance and audit readiness through implementation of a comprehensive review process including client case files, financial monitoring and contract monitoring.
3. Support the transition to a data driven, results focused model of service.
4. Provide direction and guidance to internal teams to achieve performance targets.
5. Evaluate current program performance optimization and provide strategic plan for improvements.
6. Establish needed standard operating procedures for efficient operations including establishing operations at off-site locations in partnership with the Director of Business Operations.
7. Develop and maintain operating procedures for monitoring and readiness of client case files, financial monitoring and contract monitoring.
8. Support evaluation activities including standardizing measures of success and implementing relevant process improvement activities to assess programmatic impact.
9. Serve as an additional administrator for NSC’s CRM software, Apricot by Social Solutions.
10. Coordinate external communication with partners and funders as well as promotion of department activities through training, website and social media and other mechanisms as needed.

**Non-Essential Functions**

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
2. Adheres to NSC’s security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitate and/or attend relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

**Experience, Education, and Licensure**

**Minimum Experience**: 5+ years experience working with refugees and immigrants strongly preferred.

**Minimum Education:** Master’s in a related field preferred.

**Licensure:** Valid drivers’ license with access to reliable transportation or eligible for shared auto program.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to client and community locations.
3. Travel in and around NSC’s service delivery area to support delivery of resettlement services to clients.
4. Position may require occasional trips to attend conferences seminars, and meetings.
5. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

**Hours:** Monday – Friday, 40 hours per week, flexibility needed

**Salary:** commensurate with experience as well as a generous, comprehensive benefit package.

**How to Apply**

Please email detailed letter of interest and résumé to [jobs@nscphila.org](mailto:jobs@nscphila.org). Application deadline is June 25, 2019. Please no phone calls.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.