



CHILDREN'S ADVOCACY CENTER
of suffolk county

OPERATIONS ASSOCIATE

The Children's Advocacy Center of Suffolk County (CAC) unites public, private and community partners to promote safety, healing and justice for children exposed to violence & abuse and their families. The CAC works closely with an array of agencies to coordinate and provide support and services to children and families, offer specialized training for a diverse range of audiences, and to prevent child abuse in our community.

Reporting to the Director of Operations, the Operations Associate is a key member of the Operations team and responsible for tasks that support human resources, information technology, administration, and accounting functions as the Children's Advocacy Center of Suffolk County continues to build capacity and enhance its programming.

The successful candidate is a true team player—flexible and excited to assist where needed to support our team and operations. They are detail-oriented, highly organized, dependable, and self-motivated with a love of systems and prior experience working in an administrative or office management setting. They are committed to our mission and appreciate that every role at the CAC is vital to our work supporting children and families impacted by violence and abuse.

This position is based at the CAC (989 Commonwealth Ave Boston, MA) and may be eligible to apply for a hybrid work schedule including a remote work day. It is a full-time position, Monday – Friday, with flexibility to attend meetings, as needed.

RESPONSIBILITIES

Financial Management

- Utilize bill.com for accounts payable (including invoicing and processing expense reports) and ensure that all CAC bills are coded properly and paid on time
- Follow up on unpaid checks related to accounts payable payments
- Request information needed for accounts receivable invoicing
- Follow up on unpaid vendor accounts receivable invoices
- Maintain customer and vendor files
- Process, scan and code deposits
- Send deposit information to bookkeeper/accountant and other CAC departments

Human Resources (HR), Technology and Administration

- Utilize HR software to manage human resource tasks and assist with updating system, as necessary
- Create and maintain employee HR files
- Ensure completion of CAC onboarding documents and correspondence with new staff
- Ensure completion of required Family Justice Center (FJC) onboarding paperwork and forward to FJC (Director and Security)
- Request badges and parking permits for staff members, as required

- Assign, record, track and retrieve badges, and parking permits for staff from onboarding to offboarding
- Ensure that new or updated policies and procedures are disseminated to staff
- Track and make sure all required policies and procedures are recorded for each staff
- Assign and deliver new equipment to staff, as necessary
- Document equipment inventory & update equipment (assignments, locations), as necessary
- Research and order new equipment, as necessary
- Track supply inventory and order supplies, as needed
- Respond to staff supply and/or equipment requests and order approved staff purchases
- Review incoming inquiries regularly and forward messages to appropriate departments
- Assist with scheduling, as requested
- Coordinate booking, ordering and set up for meetings and staff events
- Schedule vendors for and assist with onsite repairs and maintenance
- Other duties, as required

Required Qualifications

- Minimum 1 year of related professional experience
- Experience with Microsoft 365 and demonstrated proficiency with Excel; other database experience a plus
- Excellent written and verbal communication
- Demonstrated ability to troubleshoot and problem solve
- Self-starter who is comfortable handling multiple tasks in a fast-paced environment
- Ability to deal with sensitive and confidential information with the utmost discretion
- Hands on Associate with commitment to the CAC mission
- Ability to work collaboratively and to communicate with integrity, credibility, and accountability with internal and external stakeholders
- Commitment to anti-racism work

Excellent benefits including health, dental, 401K with match, FSA, commuter, and generous vacation/PTO

Candidates meeting the required qualifications should submit both a resume and cover letter with desired salary requirements to info@suffolkcac.org.

Please include Operations Associate in the subject line.

NO PHONE CALLS PLEASE.

www.suffolkcac.org