



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 assisting with 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.

The Operations Associate is based at the CAC (989 Commonwealth Ave Boston, MA) and it is anticipated that this position will have a hybrid work schedule. It is a full-time position, Monday– Friday, with flexibility to attend meetings, as needed.

RESPONSIBILITIES

Day-Day 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

Qualifications

As an Operations Associate candidate, you will possess many, though perhaps not all, of the following:

- At least 2 years of related professional experience with aptitude for administrative, operational, and financial processes
- Experience with Microsoft 365 and demonstrated proficiency with Excel; ability to learn other databases
- 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 inclusion and being part of a workplace that is supportive of difference

Compensation for this position starts at \$50,000 and will be determined by factors including experience, readiness for the role and equity within the CAC organization. Our excellent benefit package includes health, dental, 401K with match, FSA, commuter, and generous vacation/PTO.

Interested candidates should submit both a resume and cover letter outlining how your skills and experience align with this position to info@suffolkcac.org.

Please include Operations Associate in the subject line.

Applications will be reviewed on a rolling basis.

(NO PHONE CALLS PLEASE.)

The Children's Advocacy Center of Suffolk County strives to build an organization and a community where people can bring their whole selves to work and are inspired to do their best work every day. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law. We believe that diverse teams make the strongest teams, and we encourage people from all backgrounds to apply.

www.suffolkcac.org