



## **Job Opportunity – Part-time (15 hours/week) Operations Coordinator**

The [Massachusetts Association of Community Development Corporations](http://www.MACDC.org) (MACDC) is an association of mission-driven community development organizations dedicated to working together and with others to create opportunities for people of diverse incomes and backgrounds to access housing that is affordable, benefit from economic opportunities, and fully participate in the civic life of their community. We operate as a membership organization with over 100 members and associate members across the Commonwealth. MACDC's small, agile staff supports association members as they pursue the ambitious goals they have identified for their communities and pursues a policy agenda reflecting the interests of the entire sector.

### **Job Summary**

The Operations Coordinator will have knowledge of the community development field or an interest and willingness to learn and bring expertise and experience in organizational administration and operations to this role. This critical role ensures that MACDC has the administrative and information systems in place to allow all staff to efficiently fulfill their responsibilities and to serve the needs of our members for technical assistance and peer learning. This includes support for a hybrid work environment that combines a fully functional central office with support for staff performing a wide range of work functions remotely.

A successful Operations Coordinator will be a highly organized individual able to effectively coordinate all aspects of office operations, while managing external vendors providing support in the IT area. They will also be able to provide excellent service to MACDC members and others seeking information and other assistance from our organization. The Operations Coordinator is 15-hour-per-week position and they will work in close collaboration with the entire MACDC team and share the team's commitments to Justice, Equity, Diversity, and Inclusion in all aspects of the organization's internal and external operations.

### **Primary Duties:**

- Coordinate all office management procedures, including ordering of supplies and equipment, inventory and distribution of equipment, onboarding, office orientation and mail processing.
- Support general inquiries for MACDC through email and main phone line.
- Manage relations with MACDC's external IT provider and provide basic IT support, as appropriate.
- Manage relationships with other technical support vendors, including graphic design, website design and Salesforce consultants.

- Coordinate with Program and Communications Coordinator to keep MACDC’s websites fresh and fully updated.
- Support the development of a new MACDC website when timing is appropriate.
- Manage MACDC use of Salesforce platform, supporting staff engagement with platform, as necessary.
- Provide operational support for MACDC’s 3 major annual events – Annual Meeting (November), Lobby Day (April-May), Mel King Institute Breakfast (June).
- Along with CEO assist in the processing of Community Investment Tax Credits (CITC).

**Qualifications:**

- Highly organized individual with broad understanding of office administration procedures
- Great communicator able to interact respectfully and productively with a wide range of “customers” and colleagues
- Demonstrated ability to manage technical service providers.
- Strong functionality in the Microsoft Office environment
- Experience in Salesforce and wide-ranging knowledge of the platform or a willingness to learn quickly.
- Existing relationships with CDC members of MACDC is a plus.
- Operational knowledge of basic office equipment.
- Commitment to building positive relationships with colleagues and contributing to a high-functioning hybrid culture at MACDC.

**Compensation and Benefits:**

This is a part-time, salaried position at approximately 15 hours a week. Salary range is \$23,000 - \$25,000 based on a 15-hour work week, allowing for some level of flexibility during slower times and heavier times leading up to major events. MACDC is currently operating as a hybrid organization with full-time staff in-office twice a week. The Operations Coordinator will be asked to be in our office once a week on Tuesdays.

**Application Process and Additional Information:**

MACDC is an equal opportunity employer and views diversity, inclusion, and cultural competence as vital guiding principles in its work. MACDC welcomes and encourages applications from BIPOC individuals, members of the LGBTQ+ community, persons with disabilities and others who may contribute to the diversity of the organization and reflect the diversity of the communities served.

Apply by e-mail to [careers@macdc.org](mailto:careers@macdc.org) with “Operations Coordinator” in the subject line. Please include PDFs of your resume and a cover letter describing how your qualifications and experience match the needs and mission of MACDC. Applications will be accepted until the position is filled.