



Facilities, Technology, and Administrative Coordinator

Position Title: Facilities, Technology and Administrative Coordinator	Supervisor: Associate Executive Director of Operations and Finance
Department: Administration	Full- or Part-Time: Full-Time
FLSA Status: Non-Exempt	Starting Salary: \$22-25/hour
UFR Code:	Revision Date: January 2023

About Safe Passage

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of intimate partner violence. Safe Passage provides services to address survivors’ holistic needs for recovery and physical safety. Services include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

Our Mission: Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse. We support survivors and their families. We engage our community. We advocate for systemic change.

Safe Passage is an organization run by survivors, women, trans folks, people of color, immigrants, people with disabilities, and LGBTQ+ people. Oppression and violence disparately impacts us and we strongly encourage people from these and other impacted communities to apply. We aspire to foster a work environment that is inclusive as well as diverse. Survivors come from all different backgrounds, and so do our employees. We encourage you to apply if you believe you have the skills and experience to thrive in this role and contribute to our mission at Safe Passage.

Position Summary

The Facilities, Technology, and Administrative Coordinator is responsible for the upkeep, maintenance, and integrity of the technological systems; managing short term and long term facilities needs; and coordinating the contracts and activities of agency vendors at Safe Passage. This position operates as the primary staff to ensure the smooth operation of the organization’s technological and facilities infrastructure, and serves at the first contact for staff support and technology needs, as well as repairs and maintenance. In collaboration with the Associate Executive Director of Operations and other stakeholders, the Facilitates, Technology, and Administrative Coordinator will ensure Safe Passage technological systems and staff are operating in alignment with organizational priorities and privacy requirements. The Facilities, Technology, and Administrative Coordinator will be the point of contact for external vendors that support the various technology, facility, and operations systems at Safe Passage.

Essential Responsibilities

Technology Systems

- Participate in the development and implementation of technological and agency planning, strategy, and evaluation.
- Maintain agency inventory of tech devices, allocation, and rotation for replacement for staff.
- Contribute to developing policies and protocol, as relevant to area of expertise.
- Maintain absolute confidentiality of information, written or verbal, according to Safe Passage policy and legal requirements.
- Contribute to reports and information as needed for reporting to leadership team, supervisor, funders, board of directors, and others.

Vendor Management

- Serve as point of contact for vendors servicing various IT systems, including but not limited to: agency networking and computer hardware, VOIP phone system, cellular devices, copiers/printers/scanners, telephones and fax lines, etc)
- Coordinator maintenance and service for technology and security systems.
- Complete timely invoicing and documentation to ensure vendors are in compliance with agreements and project plans.
- In collaboration with the Associate Director of Operations and Finance, assess and engage in contracting with vendors as needed.

Facilities and Administration

- Service as primary contact for staff on repairs and maintenance needed for administrative office and shelter building.
- Administer vendor relationships, including orientation and monitoring.
- Maintain inventory of furniture and manage purchases as needed.
- Serve as primary contact for administrative vendors while maintaining complete and up to date vendor files.

Staff Onboarding and Support:

- Create and provide new staff accounts as appropriate for position and role (such as network login and permissions, gmail account, google drive permissions, etc).
- Assign and provide devices as appropriate for position and role (such as computers, phone, cell phones, security FOBs, etc).
- Provide initial onboarding training about foundational technology systems, procedures, and policies
- In collaboration with internal stakeholders, provide orientation to the technological privacy and confidentiality considerations of a domestic violence organization.
- Serve as internal expert and first contact for staff at both the office and shelter site related to technology issues and needs.
- Working in collaboration with Departmental Leadership and the HR Manager, manage and track systems for requirements for technology including devices, software, platform access, and level of expertise and need for access for each position.
- Provide troubleshooting and initial support to staff, as needed.

Administration

- In collaboration with the Associate Executive Director of Operations and Finance, contribute toward development and management of annual organizational technology, facilities, and contractor budgets.
- Establish and maintain long term facilities and maintenance plans and budget projections.
- Contribute to policies and procedures in areas related to technology, security, facilities, and vendor agreements.

Expectations of all employees: In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage’s mission and principles of diversity and inclusion.
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders.
- Perform quality work within deadlines.
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Work Hours

This is a full-time, non-exempt position with a hybrid on-site/remote schedule, Monday through Friday 9am to 5pm.

Hiring Requirements

Education:

- Relevant technical education, training, and/or certification
- Non-traditional educational pathways and commensurate life/work experience.

Years of Experience:

Minimum three to five years of experience in administration and technological support, especially at a remote/hybrid nonprofit environment

Knowledge, Skills & Abilities:

Required

- Excellent interpersonal, written and verbal communication skills.
- Attention to detail and ability to establish and maintain internal systems and records.
- Technological understanding and facility.
- Ability to communicate effectively to stakeholders with diverse levels of understanding of technology systems, hardware, and applications.
- Ability to prioritize and manage multiple tasks at once.
- Ability to plan, forecast, and prioritize organizational needs around facilities and administrative systems.
- Skillfulness around communicating and upholding confidentiality and privacy best practices.
- Patience and good humor.

Tools & Technology

Tools & Technology Requirements:

High level of familiarity and comfort with technology infrastructure and systems required for troubleshooting and basic technical assistance and set up. Demonstrated skills in supporting workforce in a remote environment.

The Administrative and Technology Generalist will not be required to manage highly advanced platforms and systems without vendor support, but should have familiarity or functional knowledge of the following types of technology:

- Windows operating software
- Gsuite (gmail, gcal, google drive, etc), including back end administrative functions
- Mobile device management systems (Maas360 or other)
- PBX VOIP phone systems, or similar
- Project management platforms. (e.g. Airtable, Clickup, Zoom, and Prezi)
- Security management platform (Net2, Digital Watchdog, or similar)
- Experience with JAWS screen reader software and other accessibility programs a plus

Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We strive to hold an environment that encourages growth, creativity, and flexibility. We are advocates for livable wages, self-care and work-life balance, and our compensation package reflects this. Employees receive 3 weeks of accrued vacation for the first year, 4 weeks starting year 2, and 5 weeks after 9 years, prorated for part time. We provide three personal days, and ample holiday and sick time. Benefits include health and dental insurance, and a 401(k) plan with agency match.

Safe Passage works to earn its position as a justice-centered employer of choice in Western MA. Safe Passage provides a bilingual pay premium of \$1/hour for staff who possess language competency that is likely to be utilized in their position.

Application Instructions

To apply: Please send your **cover letter and resume** to spjobs@safepass.org with the subject line of "Facilities, Technology, and Administrative Coordinator".

Application deadline is February 24, 2023.

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Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.