



Operations & Technology Coordinator

FAQ's

We value your time as an applicant and have created this document to help answer any questions you may have about the role or Swipe Out Hunger!

THE BASICS

Where is this job located?

Swipe Out Hunger is a fully remote organization with staff located across the United States. Josh Steinberg, the supervisor for the Operations & Technology Coordinator role, is located in Los Angeles, CA. A few times throughout the year (team retreats, conferences, in-person meetings), staff will be asked to travel.

What is the start date?

April 2023

What is the salary range for this role?

This is a full-time exempt position, with a salary between \$64,480-67,500, commensurate with experience.

What are the typical working hours?

Staff generally work between 9am-5pm according to their time zone with the understanding that occasionally a meeting may start before or end after a typical work day. We appreciate the flexibility of the remote work space and encourage folks to find a cadence that supports their lifestyle.

What benefits does Swipe Out Hunger offer?

This is a full-time, non-exempt position with a salary between \$64,480-67,500, commensurate with experience. Swipe Out Hunger provides a supportive benefits package, including 100% coverage for medical, dental, and vision benefits. We also offer 401K retirement matching after 6 months tenure, flex time, a \$500/year professional development stipend, and an initial \$400 'Work Comfortably from Home' fund to make your space yours within your first year.

What is the culture of Swipe Out Hunger?

Swipe Out Hunger aims to be a human-first workplace. We are a mighty and growing team who over the past year has scaled college and university partnerships from 150 campuses to 550+. We are intentional about how we carry out our work, and balance the inherent need our partners face to support students' basic needs. As a deeply committed team, we are serious and professional about our programmatic operations and how we interact in the workplace, and at the same time don't take ourselves too seriously. We care deeply about one another, celebrate wins together as a team, and center our mission and students everyday. Additionally, we are constantly understanding how to continue supporting staff and their well-being.

What does the timeline look like?

APPLY (Approx 15 mins)	Please complete our application . *The application form must be submitted for consideration.
DEADLINE	February 28, 2023, 12:00am PST
Part 1: Video Screener Application	The hiring manager will select candidates to submit a two questions video screener to support their application.
Part 2: Virtual Interviews via Zoom with Josh Steinberg	Virtual interviews will be with the hiring manager. We will share specific details as the interview day approaches.

<p>Part 4: Follow-up Interview with members of the Swipe Out Hunger staff</p>	<p>We will invite finalist candidates to a focused follow-up conversation to dig deeper into specific themes and topics from the interview assignment and virtual interview day.</p>
<p>Part 5: Reference Checks, Offer Extended</p>	<p>Swipe Out Hunger will ask for 3-4 references per finalist, though we often ask for more.</p> <p>We encourage finalists to ask more questions about working at Swipe Out Hunger.</p>

THE ROLE

Who does the Operations & Technology Coordinator report to?

You will report to Josh Steinberg (he/him), Chief Operating Officer at Swipe Out Hunger and a member of the Swipe Out Hunger leadership team. Additionally, the Operations Department will be supported by external operations (technology, HR, finance) support.

What are the values of the Swipe Out Hunger team?

- **We center our campus communities.** We are stronger when our campus partners have what they need to thrive. In our role, we convene, put students first, invite people and community in. We make space for anyone interested in supporting students' basic needs...yes, you can sit with us.
- **We take risks and default towards action.** Our curiosity outweighs our personal and professional fears. We show up every day knowing we must test, listen, learn, provoke in order to best serve. Through this, we remain strategically advantageous, finding opportunities to have outsized impact.
- **We welcome vulnerability.** We embrace and make space for vulnerability as a pathway to authentic connection, joy, and trust. We voice fears, concerns, dreams and hopes and in doing so, we deepen our trust within one another. This means we can ask tough questions and truly kick the tires on our programs, leading to work that is cutting edge, effective and inclusive.
- **We plan, communicate, and live with integrity.** Our communication is clear, direct, and mission centered. We remind each other that change is constant, so we must be like water. Just like our programs which evolve each year, we are adaptive. Our work place of integrity is possible because we trust each other.

What are the mission, vision and values of the Operations department?

- **Mission:** Swipe Out Hunger ensures organizational health and staff well-being through an engaging and equitable workplace.

- **Vision:** Swipe Out Hunger is a financially healthy organization where employees have clear, personalized goals, training, and support from recruitment to offboarding.
- **Values:** Accountability, Transparency, Responsibility, Empathy, Inquisitiveness

What does success look like in this role after 12 months at Swipe Out Hunger? ([see link to 2022-24 Strategic Plan](#))

- Built collaborative relationships with the Operations Department and Swipe Out Hunger team
- Developed strong understanding of Swipe Out Hunger policies, procedures pertaining to HR, financials, and use of technology
- Working knowledge of Swipe Out Hunger's organizational structure and operational calendar
- Alongside the COO, refined employee training, development, and engagement
- Supported the strategy and evaluation of operational efforts through consistent tracking
- Established an extensive grasp of the tech stack

Why is this an opportune time to join Swipe Out Hunger?

With the acquisition of CUFBA (College and University Food Bank Alliance) in 2021, Swipe Out Hunger is scaling its operations and has the opportunity to continue to deeply engage colleges and universities with their anti-hunger and basic needs programming. Additionally, as an advocacy leader through the Hunger Free Campus bill, we address the issue from a multitude of perspectives and entry points. The team is growing as well as the organizational impact.

What may be some challenges that arise?

- Our work is rapidly expanding and therefore we as a team remain nimble, iterate, and embrace change.
- We are in a remote environment and have to be intentional about engaging with one another and our staff. This takes effort, supportive structures, and a willingness to lean into a new remote working environment.

What is it like working with Josh?

Josh joined Swipe Out Hunger in March 2020 and has been with the organization for three years. At Swipe Out Hunger, he has served in a Development role and prior to joining the team at Swipe, he ran programs for a social justice travel organization which has translated to a deep understanding of nonprofit operations. He is a proponent of the human centered tech practices to support organizational impact and values people and spaces that are mission-centered, inquisitive, and collaborative. Josh is invested in the team's success and wants to create an equitable workplace where Swipe staff feel supported and engaged.

What is Swipe Out Hunger doing to further Justice, Equity, Diversity, and Inclusion (JEDI) at the organization?

Swipe Out Hunger is committed to understanding and implementing a JEDI lens and framework to its internal and external operations. We recently underwent organization-wide exercises to identify where the organization has opportunities for greater equity and inclusion. Additionally, as a nonprofit whose mission is to address food insecurity, we recognize that historically marginalized folks experience food insecurity at higher rates and are constantly using human centered design to carry out programming, communications, and fundraising that uplifts those we work with on a daily basis. Our work in JEDI is a long-term process and we are looking for team members open to learning and unlearning alongside each of us.

Is the application process confidential?

Yes, your application will be reviewed by a few folks at the organization and will be part of a completely confidential process. Please reach out to swipeouthungercareers@swipehunger.org with any questions.

Is it possible to speak with someone at Swipe Out Hunger about the role?

To uphold equity in the process we are not speaking with any applicants outside of the formal application process. Please reach out to swipeouthungercareers@swipehunger.org with any questions.