



**Title:** Operations & Technology Coordinator

**Reporting to:** Chief Operating Officer

**Location:** Remote - Travel up to 10%

**About Swipe Out Hunger:** Founded in 2010, Swipe Out Hunger works to end student hunger on more than 550+ college and university campuses across the United States. Swipe Out Hunger promotes on-campus solutions, policy and advocacy, and community building practices to address college food insecurity.

**Role Description:** The Operations & Technology Coordinator is a member of the Operations team that is responsible for maintaining and driving operational results within Swipe. The Operations & Technology Coordinator works closely with the COO, and across departments, to ensure Swipe Out Hunger has the systems, training, and organizational oversight to ensure an engaged and equitable workplace. The Operations & Technology Coordinator must be a skilled communicator and mission-driven person who can spur sustainable growth, maintain key operational procedures, and ensure day-to-day operational excellence.

**Responsibilities:**

- **Technology Operations & Business Administration**
  - Support and manage tech stack including HubSpot, Monday.com, Google Drive, Slack, Zoom, PandaDocs, along with the onboarding of new systems to ensure a smooth deployment.
  - Ensure staff has the necessary technology, training, and policies in place to allow for productivity and protect our information through creation of education materials (Looms, SOPs, Guides).
  - Under the guidance of the COO, support and manage outsourced state filings to maintain organizational compliance including the following: employment, insurance, business, and tax registrations.
  - Coordinate mailing and shipping of supplies, swag, equipment, and documents as needed.
  - Collaborate in building the annual goals and budget for the Operations Department.
  
- **Human Resource Management**
  - Recommend opportunities for HR management systems and policies refinement, including recruitment, hiring, onboarding, performance evaluations, staff retention, and professional development

- Support staff and manager training processes to ensure the organization is furthering employee learning and development
- Answer staffs payroll, benefits management, and performance evaluation questions
- Update the primary calendar for annual updates for payroll days, office closures, and staff training.
- **Financial Management**
  - Ensure internal policies, systems, and controls are properly documented and implemented.
  - Collaborate with the development department to ensure revenue is organized and compliant with all grant, funder, and contract requirements.
  - Lead internal expense tracking and processing, while working closely with the COO to ensure accurate bookkeeping and reporting; specifically, programs department's administration of grants to pantries.
  - Ensuring payments are made on time and with all relevant information completed

**Qualifications:**

The following qualifications are representative of the high level of demonstrated skills, maturity, judgment and ability to work with a wide range of constituencies required of Swipe Out Hunger employees:

- 0-3 years' professional experience, with nonprofit experience preferred.
- Detail Oriented: Highly organized, with strong attention to detail — ensures that even the small things are correct.
- Interpersonal Communication Skills: Possesses excellent verbal and written communication and interpersonal skills, including the ability to correspond, interact, and quickly build trust with members at all levels of an organization.
- Project Management Skills: Has excellent problem-solving skills and a strong sense of ownership over tasks, including follow-through, and is willing to be persistent and do what it takes to get the job done. Able to effectively plan and prioritize when faced with competing deadlines.
- Self-Starter: Approaches work with a spirit of “yes.” Thrives in a fast-paced environment and can manage a high volume of work without sacrificing quality.
- Team Player/Supporter: Has a strong orientation toward teamwork and collaboration. Views own work as supporting the whole and integral to the team's effectiveness. Your job would be to make things run smoothly.
- Technology: Enjoys working with technology and has the appetite and aptitude to learn more about HubSpot, Monday.com, Google Suite, Zoom, PandaDoc and other relevant technology.
- Belief in Mission: Actively demonstrates commitment to the mission of Swipe Out Hunger.

**Compensation & Benefits Package:**

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.

**Equal Opportunity Employer:**

We are an equal opportunity employer and are committed to cultivating a team that reflects the rich diversity of the population we serve. We do not discriminate on the basis of race, color, national origin, religion, age, sexual orientation, gender identity or expression, marital or domestic partner status, veteran status, medical condition, mental or physical disability which would not prevent the performance of essential job duties without reasonable accommodation.