



Operations Associate

ArchCity Defenders (ACD) is a holistic legal advocacy organization that combats the criminalization of poverty and state violence, especially in communities of color. ACD's foundation of civil and criminal legal representation, social services, impact litigation, policy and media advocacy, and community collaboration achieves and inspires justice and equitable outcomes for people throughout the St. Louis region and beyond.

ACD envisions a society liberated from systems of oppression where the promise of justice and racial equity is realized; communities where our approach to public safety prioritizes investment in well-being, health, and transformation without relying on criminalization and incarceration; and people living freely in their communities, thriving regardless of their race or income. As part of this vision, we are seeking to expand our Operations team to include an Operations Associate that will report directly to the Operations Manager.

ACD seeks a dynamic, creative, committed individual with a strong commitment to social justice to join our dynamic and diverse staff of attorneys, paralegals, social workers, community organizers, and media and communication advocates who collaborate to provide holistic advocacy to address the causes and consequences of poverty and involvement with the legal system.

ACD seeks an Operations Associate to handle responsibilities in the areas of general administration and human resources, finance and development, office facilities and IT. The position requires attendance at some evening/weekend meetings and events, and the ability to maintain strict confidentiality, exercise sound independent judgment and take initiative.

ESSENTIAL JOB RESPONSIBILITIES:

Office Management; Facilities / Logistics

- Maintain overall professional appearance of offices, and coordinate with building management and janitorial staffs.
- Manage general office facility related issues (heat, systems maintenance), and space management.
- Manage purchase and maintenance of equipment and office supplies, monitor usage, and manage vendor relationships. Assist staff and volunteers in use of office equipment.
- Engage with outside vendors and contractors as needed, in coordination with Operations Manager and other staff.
- Perform other office management duties as assigned by the Operations Manager/Director.

General Team Support

- Serve as backup for receptionist/front desk coverage as needed
- Support intake process and responses, in collaboration with receptionist, paralegal staff, and Director of Advocacy
- Utilize Legal Server (ACD case management software) or other databases to run reports as needed for service delivery and/or other grant reporting purposes

- Provide support as needed for ACD fundraising and community engagement events (i.e. cash management, organizing inventory, ticket sales, collecting necessary materials, staffing, etc.).
- Provide support for ACD volunteer program; assist in training and management of volunteers and support onboarding, including coordination of space needs and ensuring compliance with confidentiality standards and other ACD policies.

Human Resources

- Facilitate postings of new staff, volunteer, and internship positions, maintain and build distribution lists, and ensure postings to venues that create diverse applicant pools.
- Maintain contact information and signed confidentiality agreements for all staff, volunteers and interns.
- Work with Operations Manager to maintain filing system for administrative documents.
- Track and communicate Paid-Time-Off (PTO) days for all staff
- Collect and maintain documentation and records for all staff PTO, as well as parental leave, sick leave, and long- or short-term disability.
- Maintain timesheets for all non-exempt staff and communicate with Operations Manager and/or supervisors when overtime payment is required.

Financial Management & Systems Support

- Assist in the management of day-to-day fiscal operations of ArchCity, including all accounting systems (QuickBooks), AP, AR, general ledger entries, journal entries, financial reports, annual audit and reconciliations.
- In QuickBooks, prepare deposits, issue and pay invoices, and track credit card donations and expenses.
- Working with outside auditor and Operations Manager, coordinate the preparation of all tax reports and annual audit.
- Assist in preparing required reports, including corporate and lobbyist forms.
- Monitor insurance policies (legal, building, etc.), cell phone and land line phone costs, and tax assessments.
- Run monthly standard reports in Quickbooks, and as needed for grants and internal review purposes.

IT/Communications

- In conjunction with IT contractor, maintain staff and volunteer workstations including upgrading software and hardware as needed, and general day-to-day maintenance of computer network, computer server, internet connections, and databases.
- Coordinate with IT contractor on higher order projects. Administer users for ACD email and other communication platforms.
- Work with IT contractor to maintain and update best practices for all IT related issues, including email usage, document storage, and security.
- Liaise between staff and IT contractor for daily IT operations, maintenance, work orders, and troubleshooting, with involvement from Operations Manager as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent verbal and written communication skills.

- Strong interpersonal skills: able to work well with a wide range of people and cognizant of how identity dynamics inform and shape interactions with clients, partners, and colleagues.
- Positive stress tolerance.
- Understanding of local, state, and federal benefits and resources.
- Experience and/or training in working with clients experiencing housing crises or homelessness.
- Experience and/or training in mental health, conflict resolution, or trauma-informed crisis intervention.
- Ability to work collaboratively as well as independently.
- Willingness to engage in critical reflection and create a team dynamic of feedback and learning.
- Strong organizational and time management skills.
- Demonstrate dependability through good attendance and adherence to timelines and schedules.
- Good follow-through related to client needs, grant compliance, and social work projects.
- Good problem-solving skills.
- Demonstrate resourcefulness and ability to take initiative in development and completion of projects.
- Able and willing to continue professional development.
- Knowledge of the St. Louis region is a plus.

This is a full-time position with benefits and a salary commensurate with experience. Health coverage, 401(k), paid vacation, and paid continuing education opportunities.

ArchCity Defenders is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, LGBTQIA+, and gender non-conforming applicants.

To apply, complete the form and upload a cover letter addressed to Ericka Thomas, Operations Manager, and a resume to the following website: <https://tinyurl.com/ACDOperations>

Applications will be reviewed on a rolling basis until the position is filled.