

Position Title: Operations Assistant

The Center for Social Innovation (C4) is a woman-owned, mission-driven small business. C4 is a community of clinicians, social scientists, policy analysts, consumers and educators dedicated to using knowledge creatively to improve the lives of vulnerable populations. Through training and technical assistance, research and evaluation, and web-based communications, C4 applies knowledge of best practices in human service delivery to real world settings in the areas of housing and homelessness, behavioral health and recovery, trauma, and other issues our staff cares about deeply.

C4 is committed to creating and maintaining a diverse workforce. We actively encourage applicants from minority racial and ethnic backgrounds, as well as historically marginalized groups; this includes but is not limited to lesbian, gay, bisexual, queer, and other sexual orientations, people living with disabilities or serious mental health conditions, and lived experiences of homelessness or recovery from substance use disorder. C4 is an affirmative action-equal opportunity employer.

C4 is seeking a full-time Operations Assistant. This person will provide administrative support to the Operations and Project Management team.

Responsibilities:

- Provide administrative support such as answering the phones, scheduling calls and meetings, ordering and purchasing office supplies, and distributing mail.
- Act as liaison with vendors to assist staff with setting up and troubleshooting accounts including but not limited to telephone, computers, cell phones, and copiers.
- Assist with contract management including but not limited to populating and tracking contracts.
- Assist the Operations Coordinator with maintaining personnel files and new hire orientation.
- Assist the Project Management team in maintaining templates and project-specific documents.
- Arrange staff meetings and support staff event planning (e.g., staff celebrations, holiday parties, staff retreat, staff training).
- Prepare business correspondence and reports with close editorial supervision.
- Operate Abode Connect/Arkadin Vision rooms for online meetings. This includes pre-event coordination and testing.
- Participate in proposal preparation/business development by providing support, formatting documents, tracking deadlines and delivery schedules, and assembling materials.
- Ensure facilities are clean and presentable.
- Other duties as assigned.

Requirements:

- Bachelor's degree or at least 2 years experience relevant to this position.
- Familiarity with Microsoft Office.
- Strong computer skills.
- High attention to detail.
- Excellent organizational and time management skills.
- Ability to meet assigned deadlines.
- Excellent communication and interpersonal skills with a customer service focus.

Location: The Center for Social Innovation's main office is in Needham, Massachusetts. We also have employees living across the U.S. The position is a Massachusetts-based position.

To apply, please send a cover letter, salary requirements, and resume with "Operations Assistant" in the subject line to Human Resources at apply@center4si.com.