



Hyde Square Task Force Office Coordinator

Hyde Square Task Force (HSTF) is an award-winning youth development and social change organization based in Boston's Latin Quarter. Through high-quality arts, and academic and leadership programming, HSTF serves over 1,200 youth in the Hyde/Jackson Square neighborhood of Jamaica Plain and Roxbury. Our mission is to develop the skills of youth and their families so they are empowered to enhance their own lives and build a strong, safe, and vibrant urban community.

The Office Coordinator position will support day-to-day operations at HSTF's two neighborhood locations, including a storefront office and a 16,000 square foot program space. These facilities house 18 full-time staff and provide structured and drop-in activities to up to 500 youth ages 6-21 and their families each week. The ideal candidate will be a hard-working, creative, pragmatic, and flexible individual who cares about his/her job and takes the initiative to resolve problems and make improvements.

Responsibilities:

Facilities Maintenance & Upkeep

- Coordinate all maintenance and repairs.
- Establish/maintain relationships with vendors and service providers.
- Develop an understanding of all building systems and learn to do basic trouble-shooting.
- Ensure cost-efficient and effective facilities operations by proactively exploring and proposing cost savings and other improvements.

Customer Service

- Courteously greet visitors and answer phones, direct callers and respond to basic customer service requests.
- Maintain attractive reception areas and ensure that appropriate information is available to visitors.

Office Coordination

- Conduct purchasing of office supplies and equipment.
- Maintain inventory of organizational assets.
- Participate in the development of appropriate facilities and equipment usage policies and procedures and communicate these procedures to staff and visitors in an effort to ensure their enforcement.
- Ensure regular cleaning of both facilities, including supervising part-time cleaning staff.
- Work with staff to ensure that common and personal work spaces are clean, welcoming, and abide to the organizational branding guidelines.
- Engage staff in developing and implementing shared expectations and responsibilities for common area clean-up including coordinating periodic all-staff clean-up days.
- Promote recycling/environmental consciousness among staff and youth.
- Conduct regular staff trainings in equipment usage and safety procedure.
- Maintain schedules for and coordinate use of all facilities (including buildings, van, and equipment) by staff as well as outside stakeholders.
- Collect and distribute mail, including bi-weekly pick up from the post office and the interoffice mail between the two offices.
- Responsible for the general voice mail box, return and forward any messages as needed.

IT Maintenance and Upkeep

- Coordinate all projects related to IT regular maintenance, repair, and upgrade.
- Troubleshoot any basic issues related to network server and access, VoIP, wireless connections, printer functions, and personal computing equipment.

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- Coordinate appropriate vendors to resolve all other issues related to IT in a timely manner
- Work with Director of Finance and Facilities to create and update annual IT plan.

Other Organizational Responsibilities

- Communicate in a timely and professional manner with staff in person and via email.
- Participate in weekly staff and departmental meetings.
- Provide staffing and support at program and organizational events.
- Participate in professional development opportunities.
- Other duties as required.

Requirements:

The successful candidate will have the following qualifications:

- At least one year relevant experience in office coordination and IT helpdesk.
- Outstanding organizational and time management skills, with the ability to organize and prioritize work effectively.
- Ability to successfully manage multiple projects to completion.
- Able to work independently and as part of a team.
- Strong interpersonal and communications skills (both verbal and writing).
- Able to proficiently operate standard office equipment including telephone/voicemail systems, fax machines, and photocopiers.
- Basic understanding of PC-based network using Microsoft Small Business.
- Proficiency with MS Office including Outlook as well as Internet, e-mail, calendar, and scheduling applications.
- Driver's license required.
- Bilingual Spanish/English strongly preferred.

Expectations:

- Salary: Competitive
- Schedule: 9AM to 5PM Monday to Friday, some nights and weekends required.
- Reports to: Director of Finance and Facilities.

Interested candidates must be authorized to work legally in the United States.

We will review all submissions and contact individuals selected to continue in the search process. Applications will be accepted until the position is filled.

Interested candidates should submit their resume and cover letter to Enoes Andujar, Director of Finance and Facilities, at Enoes@HydeSquare.org.

No phone calls please.

Hyde Square Task Force is an equal opportunity provider and employer. We value having a diverse staff who are representative of the community we serve and bring to our organization a variety of traditions, experiences, and points of view. Individuals of all backgrounds are strongly encouraged to apply.