



Asian Women's  
Shelter

## Job Announcement - Operations & Human Resources Director

**Location:** On-site/Remote Hybrid at confidential address in San Francisco

**Compensation:** Full time. The anticipated annual salary range is \$70,000 - \$80,000. Pay rate will be determined in part depending on years of experience related to essential duties and responsibilities. Generous health benefits and vacation package available.

**Date Posted:** 3/14/2022

**Application Deadline:** Open Until Filled

### Summary

The Operations and Human Resources Director is a key strategic leader of Asian Women's Shelter, contributing to the strength, growth and long-term development of the organization with a dedicated focus on our operations, workforce, compensation and benefits, and organizational culture. This person contributes to a culture of excellence by executing practices that foster the highest quality of contribution by employees within organizational operations. The Operations and Human Resources Director (OHD) is responsible for the management of internal organizational systems, infrastructure, and business operations; and of processes and tasks to advance Human Resources (HR) compliance and innovation, in order to promote a dynamic work environment in which staff can achieve their greatest impact, and AWS as an organization can thrive in its stability, viability, and efficacy.

### Organization Description

Founded in 1988, Asian Women's Shelter (AWS) is a dynamic, values-based non-profit organization dedicated to ending domestic violence and promoting the social, economic and political self-determination of women and all survivors of violence and oppression. AWS is recognized as a local, regional, and national leader in its field, known for its commitment to shared leadership, building effective collaborations, and movement-based services and cultural change work. In 2019, AWS was voted the Most Inspiring Nonprofit by SF Weekly's Best of San Francisco.

AWS is a rewarding and impactful place to work. We know that our team is our greatest asset in achieving AWS's mission. Our staff is passionate, supportive, mission-driven, and committed to positive change and continuous learning. AWS's approach is survivor-centered, intersectional, trauma-informed, margin-to-center, ethically collaborative, and oriented toward contributing to a larger movement for peace. *Learn more about the Asian Women's Shelter at [www.sfaws.org](http://www.sfaws.org).*

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

### **OPERATIONS**

1. **Manage key organization-wide systems, policies, and processes, including internal communication systems and cloud-based technologies, such as GSuite, Basecamp, and Apricot**
  - Design, implement, maintain, and document standard policies, processes, and procedures for operations
  - Work closely within the organizational leadership team and with all personnel to ensure compliance with all AWS policies and procedures
  
2. **Oversee agency site operations**
  - Serve as primary liaison to IT Consultant
  - Manage on-site technology infrastructure to support smooth office & shelter operations (e.g., copier, printers, phones, Wi-Fi)
  - Manage vendor relationships and accounts (e.g., utilities, contractors, and other service providers)

- Manage relationship with the building management and lease for AWS Lotus Room community space

## **HUMAN RESOURCES**

### **3. Management of Human Resources operations and administration**

- Serve as primary liaison to HR consultant
- Support the creation, maintenance, and implementation of organizational policies and procedures, including the Employee Handbook, in accordance with federal, state, and local requirements as well as organizational goals and priorities
- Partner with the Finance Team to ensure timekeeping information and time-off requests are accurately recorded in the payroll system; manage unemployment claims and termination logistics
- Implement compensation and benefits systems, including employee benefits enrollment, changes, terminations, with the direction of the Executive Director (ED) and Finance Director (FD); manage relationships with benefits vendors
- Manage documentation and processing of Leaves of Absences and Worker's Compensation claims
- Build and nurture critical relationships with internal staff and key stakeholders, handling high-touch and/or confidential matters

### **4. Talent Planning and Recruiting**

- Develop an effective talent strategy, including a strong candidate pipeline for all staff roles
- Oversee processes across full employee lifecycle: recruitment, hiring, onboarding (including mandatory trainings), accommodations, as well as leaves of absence (LOAs), offboarding, and separation

### **5. Performance Management and Professional Development**

- Refine and implement performance management systems in collaboration with the ED and Associate Director (AD) and the HR consultant.
- Plan, develop and implement regular professional development opportunities and trainings for staff
- Support the development of conflict resolution/conflict resilience and feedback systems in collaboration with the ED, AD, and FD
- Support the development and implementation of activities to cultivate a positive workplace culture

### **6. Workplace Safety**

- Coordinate implementation of organizational health and safety procedures, and make appropriate updates based on evolving guidance from leadership
- Serve as Responsible Safety Officer (RSO) for Injury and Illness Prevention Program and AWS's COVID Prevention Plan; and American Disability Act (ADA) Coordinator for accommodations for persons with disabilities.

## **GENERAL SHELTER SUPPORT & PROGRAM DEVELOPMENT**

- Contribute to a welcoming and supportive environment for shelter residents and other clients.
- Participate in and contribute meaningfully to staff retreats, staff meetings, professional development trainings, and program/organizational development.
- Demonstrate regular, predictable attendance and focus.
- Support ad hoc organizational needs as possible and appropriate.

This position directly supervises the Facilities Team, including Facilities Coordinator, Shelter Household Coordinator, Shelter Operations Associate, and Operations and Accounting Associate.

### **Minimum Qualifications**

**Education and/or Experience:** Master's degree (M.A.) or equivalent in relevant field; OR four to ten years of related experience, and/or training in nonprofit administration, project management, and human resources; OR equivalent combination of education and experience in the fields of Social Welfare, Organizational Development, Business Management or Nonprofit Administration.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of clients and/or employees of the organization. Ability to adjust language register to suit audiences of different English proficiency, systems knowledge, and age. Fluency in other languages in addition to English is preferred.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of and ability to perform using Internet software (Chrome, Safari), MacOS (Apple operating system), Microsoft Office Suite (Excel, PowerPoint, etc.), Google Suite (Gmail, Google Calendar, Docs, etc.), eSignature tools (Adobe Acrobat, DocuSign), accounting and expense/budget management software (QuickBooks, Divvy), online payroll service (ADP), databases (Apricot), and remote collaboration tools (Basecamp, Zoom, TeamViewer, Dropbox, etc.). Knowledge of basic office equipment should include: Internet and email, copy and fax machines, telephone and smartphone.

### **Certificates, Licenses, Registration:**

- A valid California driver's license, proof of automobile insurance, and safe driving record required.
- SHRM-SCP, PHR, or SPHR certification or other Human Resources Management certificate preferred
- Nonprofit Financial Management certificate preferred
- California Domestic Violence Counselor Training & Certification (Training requirements can be completed post-hire through AWS's training program)

### **Other Qualifications**

- Must be available to work occasional evenings and weekend days.
- Proof of COVID-19 vaccination unless granted reasonable accommodation for religious or medical reasons.

### **Physical Requirements**

- The work environment includes settings of an office and shelter/communal living environment, and community meeting spaces. The noise level in these settings is usually noisy.
- This position engages in on-site work that require time spent sitting, standing, walking up and down stairs, with at least one or more hours each day spent sitting, looking at a screen, using a computer and keyboard, phone, and/or video conferencing.
- The work of the organization includes frequent information-sharing and discussion not just about healing and support, but also about abuse, trauma, violence and systemic oppression. Must be comfortable engaging in conversation about these topics with others. Must be able to discuss these topics in a way that supports trust-building, effective communication, and teamwork.

**COVID-19 UPDATE:**

As part of AWS's COVID Prevention Plan, AWS requires that all personnel who work with clients, or in communities as a representative of AWS, be fully vaccinated against COVID-19, unless qualified for an exception (subject to reasonable accommodations for individuals with medical conditions or sincerely held religious beliefs that prevent them from being vaccinated). Face masks and physical distancing are required in spaces of AWS's work. AWS stays responsive to changing conditions and regulations of the COVID-19 pandemic.

**To Apply:** If you are interested in this position and meet the minimum qualifications described above, please:

1. Email your resume listing your relevant experience to [jobs@sfaws.org](mailto:jobs@sfaws.org),
2. Complete and submit an online job application form at <https://forms.gle/eHV5MtHse6biCe5WA>.

*Asian Women's Shelter is an equal opportunity employer. Asian Women's Shelter is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodations when necessary.*