



Equity. Quality. Collaboration.

Job Title: Service Operations Coordinator
FLSA Classification: Non-Exempt, Full-Time
Hours: 1.0 FTE, 40 hours/week
Closing Date: Open until filled

Minnesota Alliance With Youth

Minnesota Alliance With Youth (“the Alliance”) works in partnership with youth to ensure that ALL young people have equitable educational opportunities that foster their individual assets, honor their voices, and prepare them to reach their goals. The Alliance accomplishes this mission through our core organizational values of equity, quality, and collaboration.

Position Overview

The Service Operations Coordinator will work with the AmeriCorps team to develop and maintain efficient processes to provide a high quality member experience. This role will utilize problem solving and systems thinking to ensure the Alliance’s AmeriCorps programs are in compliance with their relevant funding sources. The Service Operations Coordinator will work closely with our Director of Recruitment and Service Operations in providing strategic and pragmatic compliance support.

Responsibilities

Essential functions include:

- Support strategic equity, diversity, and inclusion efforts at the Alliance and perform all essential functions with an equity lens
- Learn program requirements for AmeriCorps programs, serving as organizational standard bearer for grant compliance
- Develop and maintain efficient onboarding processes for AmeriCorps members
 - Track members’ online paperwork, in-person verifications, background checks, etc.
 - Set up and maintain OnCorps (online system for program data and timesheets) accounts for members, supervisors and host sites
 - Support the setup and maintenance of MyAmeriCorps accounts through eGrants for applicants and members
- AmeriCorps Program Compliance
 - Ensure AmeriCorps program files are collected, documented, and maintained in accordance with set policies, procedures and requirements and timelines of federal grants
 - Support ongoing program compliance work
 - Maintain tracking databases/spreadsheets and systems and enter updates daily;
 - Complete regular internal reviews of member and host site files, and support all audits throughout the program year
 - Review member timesheets on an ongoing basis as needed to meet compliance requirements; ensure all member timesheets are completed on a regular basis through online systems
 - Send out, track completion of, and review member performance evaluations at mid-year and end of year
 - Support the member exit processes in making sure all paperwork steps are complete and member has met all program requirements
 - Support the Director of Recruitment and Service Operations with overall service operations
- Provide support to Finance. This will include accounts payable, accounts receivable, and other duties as assigned.
- Participate on project teams or assignments as assigned

Qualifications

- Demonstrated experience understanding the impact of institutional and structural racism and bias on multiple communities, especially communities of color, in using diversity and inclusion best practices in consideration of outcomes of recruitment outreach programs

- Commitment to Alliance's core values of equity, quality, and collaboration
- At least three (3) years of related experience (HR, recruitment, nonprofit, youth development, or related field)
 - A combination of education and experience may be substituted
- Experience as an AmeriCorps member is valued, but not required

Knowledge, Skills, and Abilities

- Experience incorporating the perspectives of multiple communities, including communities of color in consideration of the impacts and outcomes of their work
- Experience working with youth and a strong commitment to creating spaces for youth voice and success
- Strong organizational skills that reflect an ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Demonstrated proactive approaches to problem-solving
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion
- Adaptability and flexibility with various competing demands
- Ability to maintain accurate records, tracking systems, files, etc.
- Demonstrated ability to achieve performance goals and meet deadlines in a fast-paced environment
- Experience working in an office setting and organizing a program/project
- Proficient in database/spreadsheets, Salesforce, Google Suite

Typical Work Environment

The physical demands described here represent those that an individual must meet to successfully perform the essential functions of this job.

- Able to work at a computer for long periods
- Able to work in an environment that is quiet but with many people demanding attention
- Able to frequently stand, walk, sit, and climb in performing duties in the office and for onsite and offsite meetings and events
- Able to maintain the regular operation of standard office machines (telephone, computer, copier, and other office machines) is required.
- Able to work independently with minimal supervision
- Able to work evening and weekends for meetings and events

Compensation and Benefits

Salary range is \$38,000 - \$42,000, plus excellent benefit package. 40 hours per week/52 weeks per year. Office located in St. Paul, MN - Hybrid Work schedule is available. **To apply, interested candidates must complete a cover letter, resume and provide contact information for three references.** Please send all required materials electronically to kyang@mnyouth.net and include in the subject line **Service Operations Coordinator. The posting will remain open until filled.** No phone calls please.

To learn more about Minnesota Alliance With Youth, visit our website at www.mnyouth.net.

Please note: Minnesota Alliance With Youth is committed to hiring staff people who reflect the diversity of the Minnesota communities we serve. Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and we encourage you to apply, even if you don't believe you meet every one of our qualifications described. We are committed to recruiting and engaging individuals without regard to disability, gender, race, religion, or sexual orientation. We are committed to the principle of equity and are particularly interested in receiving applications from a broad spectrum of individuals.

- Reasonable accommodations are provided upon request.
- This document is available in alternative formats.

This position is funded by AmeriCorps. Employment is contingent on the successful completion of required background checks.