



Operations Coordinator

Vision: We desire to see a world where human trafficking is disrupted and survivors are restored.

Mission: Our mission is to strategically combat human trafficking through educational initiatives and serve sex trafficked women through a continuum of restorative care.

The Organization:

Greenlight Operation is a leading voice on anti-human trafficking education in Pennsylvania. Since our launch in 2018, we have hosted over 140 speaking engagements and educated over 8,000 individuals on the issue of human trafficking.

While we work to prevent cases from occurring, we also recognize the need to serve those who have been exploited within the industry. Our team is renovating a home and developing a restorative program to provide long-term therapeutic care to women who have been sex trafficked.

Our Values:

Integrity: We speak the truth and do what is right.

Stewardship: We utilize resources efficiently and effectively.

Collaboration: We learn from, listen to, and partner with like-minded individuals and groups.

Reliability: We build trust through credible advocacy and unwavering support to survivors' restoration.

Greenlight Operation is a non-denominational faith-based organization that believes in the authority of the Bible for our life and practice. We believe in the life, death, burial, and resurrection of Jesus, and are committed to living out His teachings in all that we do.

General Description:

The Operations Coordinator is responsible for the oversight of Greenlight Operation's volunteer program and internship program, and will administratively support the organization. The Operations Coordinator will work closely with the CEO to provide operational support, which is crucial for the nonprofit's growth and sustainability.

This position is full-time at 40-hours per week. Candidates for this role must be willing to do in-person work. While there is flexibility to work remotely, most tasks will need to be completed in-person in our Camp Hill and Harrisburg offices. This role requires occasional travel for community events and seminars, and travel expenses are reimbursed. Additionally, some evening and weekend work may be required. In these instances, flex-time will be provided to ensure a balanced schedule is maintained.

Reports to: CEO

AREAS OF RESPONSIBILITY

Volunteer and Interns:

- Provides direct supervision to interns and volunteers.
- Maintains and grows the volunteer and internship programs.
- Creates clear onboarding and offboarding paths for interns and volunteers.
- Coordinates, trains, and deploys volunteers to oversee the maintenance, supplies, and associated assets at the restoration home and any future offices (vehicles, etc.).
- Oversees the recruitment process of interns and volunteers.
- Oversees service days at the restoration home.

Operations:

- Helps to ensure confidentiality of records, property, and conversations.
- Aids in the planning and preparation of events.
- Assists with the scheduling of meetings.
- Oversees general clerical/administrative duties including but not limited to answering phones, filing, preparing correspondence and memoranda, faxing, copying, and mailing.
- Manages and coordinates some onboarding processes and trainings for new employees.
- Oversees vendor and contractor relationships.
- Oversees Monday.Com software.
- Performs other related duties as assigned by supervisor.

Community Engagement:

- Oversees outreach to local colleges and universities for the internship program.
- Coordinates volunteers for community booths and attends community events when required.
- Upholds Greenlight Operation's mission and values.
- Assists with speaking engagements and trainings regarding the organization and victim services in the community.

Qualifications:

- Alignment with the organization's mission and objectives.
- One to two years related experience.
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.
- Ability to work independently and as a member of various teams and committees.
- Excellent verbal and written communication skills.
- Commitment to excellence and high standards.
- Good judgement with the ability to make timely and sound decisions.
- Demonstrated ability to plan and organize projects.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Proficient in Office 365, Microsoft Applications, Drive, Zoom, and Adobe.

- Willingness to learn new systems.
- Leadership skills in a team environment.
- Willingness to learn about the field of human trafficking and service provision to sex trafficked women.
- Experience with recordkeeping.
- Experience with problem solving and conflict resolution.
- Ability to effectively engage and collaborate with community partners.
- Excellent oral and written communication skills.
- Commitment to Greenlight Operation's Statement of Faith.

Benefits:

- Full-time position in the emerging field of the anti-human trafficking movement.
- Performance-based bonuses.
- Generous PTO.
- Paid holidays.
- Stipend for cell phone.
- Opportunities for professional growth.

COMPETENCIES

Teamwork:

- Balances team and individual responsibilities.
- Exhibits objectivity and openness to others' views.
- Gives and welcomes feedback.
- Contributes to building a positive team spirit.
- Puts success of team above own interests.
- Able to build morale and group commitments to goals and objectives.
- Supports everyone's efforts to succeed.

Quality Management:

- Looks for ways to improve and promote quality.
- Demonstrates accuracy and thoroughness.

Ethics:

- Treats people with respect.

- Keeps commitments.
- Inspires the trust of others.
- Works with integrity and ethically.
- Upholds organizational values.

Attendance/Punctuality:

- Is consistently at work and on time.
- Ensures work responsibilities are covered when absent.
- Arrives at meetings and appointments on time.

Dependability:

- Follows instructions, responds to management direction.
- Takes responsibility for own actions.
- Keeps commitments.
- Commits to long hours of work when necessary to reach goals.
- Completes tasks on time or notifies appropriate person with an alternate plan.

Problem Solving:

- Identifies and resolves problems in a timely manner.
- Gathers and analyzes information skillfully.
- Develops alternative solutions.
- Works well in group problem solving situations.
- Uses reason even when dealing with emotional topics.

Cost Consciousness:

- Works within approved budget.
- Develops and implements cost saving measures.
- Conserves organizational resources.

Safety and Security:

- Observes safety and security procedures.
- Determines appropriate action beyond guidelines.
- Reports potentially unsafe conditions.
- Uses equipment and materials properly.

Initiative:

- Volunteers readily.
- Undertakes self-development activities.
- Seeks increased responsibilities.
- Takes independent actions and calculated risks.
- Looks for and takes advantage of opportunities.
- Asks for and offers help when needed.

Physical Demands and Work Environment:

- Frequently required to stand, sit, walk, and lift items up to 50 pounds.
- Must have a driver's license and the ability to be able to run errands on occasion.