



Operations and Systems Officer

About Us: Centered on a groundbreaking model of rapid response grantmaking, Urgent Action Fund for Women's Human Rights (UAF) supports courageous women and transgender human rights defenders (WHRDs) around the world. Our model protects and advances the civil, political and social rights of women and LGBTI people, and invests in the resilience of social justice movements, including environmental, feminist, anti-corruption, land rights, youth, and LGBTI movements. Founded in 1997, Urgent Action Fund has grown from a single organization into a network of four independent Sister Funds that collectively support frontline women's rights activists around the world. UAF's work within this network centers on support for activists and social movements in Central Asia, the Middle East, Western and Eastern Europe, the South Caucasus, Turkey, Russia, Canada, and the United States.

Position Description: The Operations and Systems Officer oversees the administration of UAF's virtual office operations, information technology use, and digital security to ensure organizational efficiency. This role creates, implements, and manages practices to ensure seamless daily operations of each department and the organization as a whole.

This role works closely with all staff and several consultants to ensure optimal systems use and provide administrative support. This position will exercise discretion and independent judgment to manage operations projects across departments. The Operations and Systems Officer is part of the Operations team and reports to the Director of Finance and Operations.

Core Responsibilities:

Office Management (Primarily Virtual)

- Organize and maintain all UAF files and archives, including 2 physical storage facilities and UAF's digital filing system
- Procure office supplies, equipment, software, and hardware
- Manage inventory and depreciation schedule for UAF equipment
- Oversee access to mailbox, storage facilities, and meeting space (when we return to in-person meeting space)
- Receive, process, and forward mail
- Manage UAF phone line and respond to general inquiries
- Maintain and update Operations Manual

IT and Systems Administration

- Manage user access, subscriptions, troubleshooting, and protocols regarding UAF's digital systems, including DocuSign, Gmail, Asana, Box, and Salesforce
- Plan and execute smooth roll-out of any information technology changes or updates
- Work with external IT consultants to resolve staff and organizational IT issues
- Manage compliance with UAF's digital security policies for all staff and independently research and implement updated policies as needed
- Provide expert advice to organizational leadership regarding optimizing operations
- Perform remote equipment/device maintenance with staff

Other Operations Management

- Manage relationships with consultants and vendors, including collecting documentation, managing contracts, ensuring prompt communication, and processing payments
- Work with Human Resources Officer to onboard new employees to systems, maintain employee documentation, and file management as needed
- File state and federal registrations in compliance with nonprofit requirements and federal, state, and local law
- Manage shared staff calendars and all-staff meetings
- Coordinate logistical preparation for Board meetings and staff meetings or retreats
- Other support as needed to provide coverage for the Operations team and for projects with Programs and/or Development teams

Core Capacities:

- Thrive on systems improvement and finding efficiencies
- Strong ability to take initiative and work independently
- Strong database management and organization skills
- Work with attention to detail and sensitivity to confidential information
- Enjoy a small organization atmosphere with close cross-departmental collaboration
- Share the values of the organization: integrity, feminisms, wellbeing, justice, courage, and mindful engagement
- Work collaboratively and respectfully with multiple stakeholders including program and development/communications staff, grantees, donors, board members, vendors, and external consultants

Qualifications/Requirements:

- At least five years of professional administrative and/or office management experience
- Excellent and proven organizational and planning skills
- Proven ability to work independently as well as part of a team in a collaborative environment
- Demonstrated ability to prioritize tasks and manage multiple deadlines

- Demonstrated ability to be detail-oriented
- Demonstrated ability to maintain confidentiality on matters related to human resources, fundraising, and finance
- Flexibility and ability to work within a dynamic and fast-paced environment
- Candidates must possess excellent computer skills, including proficiency in working with databases, Microsoft Office, and email applications
- Demonstrated respect and appreciation for diverse communities
- Commitment to the mission of Urgent Action Fund

Job Specifics and Work Environment:

This position is full-time and is exempt. Position pay range is \$70,000 - \$80,000, depending on qualifications and experience, and includes a strong benefits package.

Note: This position will be remote during the COVID-19 pandemic, with a preference for being based in Oakland, California long-term. Interviews will be conducted remotely.

Urgent Action Fund is an equal opportunity employer that does not discriminate on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor. In order to build the strongest possible workforce, UAF actively seeks a diverse applicant pool. Authorization to work in the United States is required.

How to Apply: Please submit cover letter and resume to employment@urgentactionfund.org, with "Operations and Systems Officer" in the subject line. Cover letters may be addressed to the hiring manager: Alex Holy, Director of Finance and Operations (she/her/hers). Applicants must be eligible to work in the United States. The position is open until filled. No phone calls please.