



JOB TITLE: Associate Director of Operations/Senior Manager of Administration

REPORTS TO: Chief Operating Officer

JOB LEVEL: Manager

CLASSIFICATION: Exempt

SALARY: \$81,370-\$97,850

MISSION STATEMENT: To help transform the social and economic conditions in South Los Angeles that foster addiction, crime, violence, and poverty by building a community institution capable of involving thousands in creating, influencing, and changing public policy.

ORGANIZATION OVERVIEW: Community Coalition (CoCo) was founded in 1990 by current-LA Mayor, Karen Bass, as a community-empowered response to the crack-cocaine epidemic that devastated South Los Angeles (South LA). CoCo's mission is *to help transform the social and economic conditions in South LA that foster addiction, crime, violence, and poverty by building a community institution that involves thousands in creating, influencing, and changing public policy.* CoCo serves as a safe haven for the South LA youth and adult residents to convene, strategize, and implement activities that address critical deficiencies in the education, health, neighborhood safety, and social safety net systems.

ACCOMPLISHMENTS: Since 1990, CoCo has built a groundbreaking, community-driven approach to creating change. We shift power to the community and tackle the root causes of poverty, crime, and violence. Key accomplishments include, among others:

- Leading efforts to improve the built environment for healthier community outcomes that center everyday people, such as:
 1. Ensuring community voice in local development efforts
 2. Advancing campaigns to promote park equity and transform land into community assets
 3. Stopping the expansion and curbing the overconcentration of liquor stores in South LA
- Innovating and implementing multifaceted violence prevention programs and strategies
- Leading child welfare campaigns to help keep more families together
- Bringing joy and healing through multifaceted arts programming that creates spaces for everyday people to get involved in community issues and opportunities
- Disrupting the school-to-prison pipeline to help expand educational opportunities for low-income and first-generation students

Community Coalition is an equal opportunity employer. People of all races, religions, and gender identities are encouraged to apply.

POSITION DESCRIPTION: Reporting to the Chief Operating Officer, this role oversees daily office operations and serves as a primary point of contact for staff, volunteers, and visitors, ensuring a professional and welcoming environment. The role manages the organizational calendar; supervises administrative and driving staff; and oversees office systems, records, and correspondence to ensure efficiency, accountability, and adherence to organizational standards.

Key responsibilities include coordinating office and kitchen supplies with Finance, maintaining inventory, updating office procedures, preparing reports and communications, and responding to inquiries or

complaints as appropriate. This role ensures compliance with internal and external protocols and contributes to continuous operational improvement across the organization.

This role collaborates with directors and senior leadership to advance strategic priorities; supervises, trains, and develops staff; sets performance goals and indicators; and provides clarity and direction to teams. The position represents the organization with external stakeholders, leads cross-functional projects, manages budgets, supports fundraising efforts, maintains relationships with funding partners, and regularly analyzes and communicates progress. The role also directly supports the organization's community-facing work.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

Office & Operational Management

- Supervise, mentor, and support the administrative staff as assigned
- Oversee daily administrative operations, ensuring efficient workflow, systems, and processes across the office.
- Manage scheduling, logistics, and coordination for internal staff, external partners, and community-facing activities.
- Ensure consistent communication and coordination across departments to support program and organizational goals.
- Monitor and maintain office systems, records, and filing, ensuring accuracy, confidentiality, and compliance with organizational policies.

Transportation & Community Logistics

- Oversee the scheduling and coordination of drivers who transport community members, youth, or program participants to meetings and events.
- Ensure transportation schedules align with program needs and are communicated clearly to staff, drivers, and participants.
- Monitor driver availability, attendance, and compliance with safety and organizational protocols.
- Troubleshoot transportation challenges, adjusting schedules and resources as needed to maintain reliable service.
- Maintain records and documentation related to transportation logistics, including tracking vehicle use, maintenance schedules, and participant transportation data.
- Oversee compliance for, and participate in, the California Highway Patrol Audit

Facilities & Resources Management

- Coordinate with vendors, building management, and service providers to ensure a safe and functional work environment
- Manage office inventory, supplies, and equipment budgets; ensure timely procurement of materials to support staff and programs, including promotional and membership materials (e.g., campaign shifts, organizational T-shirts, mugs, etc.)
- Plan and coordinate workspace setup for staff, volunteers, and special events.

Human Resources & Risk Management Support:

- Ensure administrative and operational procedures comply with organizational policies, safety regulations, and relevant laws.
- Implement and maintain systems to safeguard confidential information, records, and data.
- Serve as a point of contact for operational issues, providing guidance and solutions to staff and leadership.
- Respond to requests for Certificates of Insurance
- Support compliance efforts tied to public funding sources (i.e., paperwork, data gathering, etc.)

- Help maintain employee files (digital and physical)
- Help update HR systems with hires, terminations, promotions, and changes
- Auditing data for accuracy and compliance
- Pulling basic HR reports as requested

QUALIFICATIONS:

Core Competencies: Is proactive around learning and understanding Community Coalition's core values, mission, and purpose and aligns them with their conduct and representation of the organization; Strong supervision skills; Strong, regular communication with senior leadership; Demonstrated ability to provide leadership and support for larger projects/efforts with independence and impact; Increased ability to work independently to move key efforts; Sophisticated knowledge about the South LA Community; Proactive ongoing education around campaigns and initiatives to effectively engage residents; and strong computer skills.

4+ Years Leading, supervising, and managing an administrative/operations team. Experience working at a non-profit. B.A. in a related field.

Skills:

- Strong leadership and team supervision, including coaching, mentoring, and performance management.
- Ability to prioritize, delegate, and manage multiple projects, deadlines, and operational workflows.
- Excellent organizational and time management skills for office, program, and transportation operations.
- Proficiency in office software, scheduling tools, and database management.
- Effective verbal and written communication with staff, volunteers, community members, and external partners.
- Scheduling and coordinating drivers and transportation logistics for participants and community programs.
- Problem-solving and quick decision-making to resolve operational or transportation challenges.
- Knowledge of office and facilities management, including safety, accessibility, and vendor coordination.
- Ability to implement, monitor, and enforce policies, procedures, and compliance requirements.
- Strong recordkeeping and reporting skills, including accurate documentation of administrative and transportation data.
- Conflict resolution, interpersonal skills, and the ability to foster a collaborative and professional team environment.
- Critical thinking and adaptability to respond to changing priorities and community needs.
- Commitment to mission-driven work and understanding of the needs of community members and program participants.
- Attention to detail and commitment to operational accuracy, confidentiality, and data integrity.

Values and Community:

- A deep belief in the power and science of organizing, and respect and love for our stakeholders in South Los Angeles
- Belief in CoCo's mission, approach, and core values, and a commitment to improving the social and economic conditions of residents in South Los Angeles
- Humility and respect for the lived experiences of South Los Angeles residents, and the ability to work with a diverse South Los Angeles population.
- Reflective and a lifelong learner

- Strong work ethic
- Highest level of integrity
- Excellent teamwork and collaboration skills; willing to support team members as needed on the organizing team, civic engagement team, and across the organization for high-priority projects or events
- Exemplary customer service skills, including the ability to identify needs, provide prompt responses, and exercise patience, respect, and professionalism in all interactions

To apply to this position, please send your resume and cover letter to jobs1@cocosouthla.org with the subject line: Operations at CoCo. Please note that only applications with cover letters will be considered. Cover letters should address the following:

- Your experience and interest in this position, with emphasis on leadership and supervision experience
- Your core values and what shapes them
- Your interest in working in South LA and for Community Coalition