



## **PACIFIC CENTER FOR HUMAN GROWTH**

Founded in 1973, Pacific Center is the oldest LGBTQIA+ center in the Bay Area, the third oldest in the nation, and operates the only sliding scale mental health clinic for LGBTQIA+ and QTBIPOC people and their families in Alameda County. Pacific Center offers low cost individual, couples, and family mental health services; HIV support services; peer support groups; and vibrant youth and older adult programs.

**POSITION TITLE:** Operations and Facilities Coordinator

**JOB DESCRIPTION:** The Operations and Facilities Coordinator (OFC) ensures Pacific Center's (PC) day to day operations. Additionally, the OFC is responsible for managing key operational and infrastructure support, including technology, and some HR functions. This position reports directly to the Executive Director (ED).

Please note: This is currently a hybrid position, with some on-site facilities work in Berkeley required. To be transitioned to fully on-site in the future.

## **PRIMARY RESPONSIBILITIES**

### **Operations and Facilities**

- Recommend, document, and follow internal processes and practices
- Oversee and support users with technology, best practices, and procedures
- Take care of extra facility keys and assign them to new employees and contractors as approved by ED - ONSITE
- Check mail and sort into appropriate folders - ONSITE
- Deposit checks weekly into organizational bank account according to appropriate procedure - ONSITE

### **Technology Management and Salesforce Administration**

- Coordinate maintenance of office equipment and network/IT system, workstations.
- Establish, distribute, and provide end-user support for all network/user logins, email accounts, and phone ports/virtual extensions for all staff and clinicians
- Manage Google Workspace and other tools used by Pacific Center users
- Oversee purchase and implementation of software and equipment, and implement new tools and systems in conjunction with the ED
- Responsible for administration of Salesforce, including user access, security, and custom features and provides training and support for staff in the use of Salesforce
- In concert with other staff members, manage Pacific Center's website
- Documents and updates technology-related procedures as needed, advancing best practices and efficiency

This role may include additional responsibilities, as assigned by the Executive Director.

### **DESIRED QUALIFICATIONS & COMPETENCIES**

- Minimum of 1 year of experience working with organizational systems
- Familiarity with Salesforce CRM or other comparable database platform desired
- Excellent organizational skills and ability to prioritize and coordinate multiple projects, activities, and actions with competing deadlines; ability to balance short and long-term objectives and details with the big picture
- Excellent written and verbal communication skills
- Adept at building relationships internally with staff
- Self-motivated, accountable to goals and willingness to learn new techniques, ideas, and skills
- Ability to operate with integrity and in alignment with Pacific Center's values
- Experience working with the East Bay's diverse LGBTQIA+ and BIPOC communities

**Hours:** 18 hours per week | **Compensation:** \$25/hour.

### **Benefits include:**

- Partial health Benefits (medical, dental, vision) for employee
- 24 paid organizational holidays including a week-plus winter season and week long summer organizational closure
- PTO according to tier

**More About the Center:** Pacific Center for Human Growth is an equal opportunity employer. Pacific Center for Human Growth is a 501(c)3 non-profit organization and an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. QTBIPOC and LGBTQIA+ and Multilingual candidates are especially encouraged to apply.

**Our Vision:** The Center envisions a safer and healthier future for the LGBTQIA+ community and its allies. The Center fosters and enhances the well-being and self-respect of diverse Lesbian, Gay, Bisexual, Transgender, and Queer, youth, seniors, adults, and families through the delivery of LGBTQIA+ proficient mental health and wellness services, and through the training of a strong and inclusive community of LGBTQIA+-proficient mental health care professionals.

**Our Mission:** To enhance the mental health and overall well-being of the LGBTQIA+ and QTBIPOC communities by providing culturally responsive therapy, peer to peer support groups, community outreach services, and facilitated workshops. To incorporate strong social justice and trauma-informed frameworks in our clinical training and peer-to-peer support programs that contribute to equitable mental health service delivery. To provide the most comprehensive care possible for all who seek our services.

**Diversity, Equity and Inclusion Vision:** For Pacific Center, mental health and social justice are

inextricably intertwined. We imagine a world in which everyone has access to culturally responsive care. Because we are committed to diversity, equity and inclusion as core principles that guide all aspects of our work, we strive to address the deeply entrenched practices, cultural norms and decision making structures that perpetuate inequities within the mental health and social support systems. We know that unraveling the systemic oppression of marginalized groups requires an undaunting commitment to sustained self-reflection that leads to action. We have made mistakes in the past, and will continue to make mistakes on this journey. We strive to continually learn and to adapt in ways that center and uplift the LGBTQIA+ community at large; specifically QTBIPOC folx, at the intersections of race, age, class, religion, ethnicity, ability and diverse gender identities.

**Values Statement:**

- **Accountability:** We take responsibility for all aspects of our work, as well as the ways in which we interact with each other, our clients, and our volunteers. We know that accountability is the cornerstone of growth.
- **Transparency:** We believe that open, honest communication in all aspects of our work fosters a culture of safety, trust, and commitment. We understand these elements lead to success.
- **Responsiveness:** We strive to meet the needs of all members of our community with cultural humility, inclusivity, and representation. We take a learner’s stance in our work.
- **Accessibility:** We are committed to making our mental health and wellness services available to clients with diverse physical and cognitive needs. We honor the uniqueness of each individual.
- **Collaboration:** We work together to support our colleagues and the missions of other social service organizations. We value community, and respect all voices and perspectives.

In order to apply for this position, please send your resume and a cover letter to Lasara Allen, Executive Director, at [lasara@pacificcenter.org](mailto:lasara@pacificcenter.org).

Thank you for your interest.