National Operations Coordinator

Critical Resistance (CR), a national grassroots organization working to end the prison industrial complex (PIC), seeks an Operations Coordinator to help with the organization’s day-to-day systems, logistics and projects that will support members and staff with carrying out campaign and organizational goals. This is a salaried, full-time equivalent position and is based in Oakland, CA.

POSITION DESCRIPTION:

The Operations Coordinator works with staff and members to maintain CR infrastructure, improve internal systems, and provide accurate and timely information to the organization’s donors, supporters, and correspondents. The Operations Coordinator plays a key role in coordinating CR’s systems and functions, including finance, technology, and day-to-day administration. Through office support, contact management, and mail maintenance, this position provides relevant support to prisoner mail programs, campaign contact documentation, development and fundraising efforts, and other events and programs. Additionally, this role coordinates CR’s remote prisoner phone line, which involves finding and training new volunteers, setting up and maintaining systems for communicating and meeting prisoners’ needs, and supporting volunteers in an ongoing fashion by responding to questions, talking through issues, etc.

The Operations Coordinator primarily works with CR’s internal Infrastructure and Development (ID) Team, and receives direction and supervision from ID Team Leader / Development Director; however, they will also support and interface with members nationally via phone, email, and in-person interactions. This role also supervises the Office Administrative Assistant and relevant contractors.

DUTIES AND RESPONSIBILITIES:

- Support Development staff with contact and donor management through tracking and filling merchandise orders, and working with Development Associate and Office Administrative Assistant to send donation receipts and track new monthly donors.

- Perform and manage data entry of organizational contacts

- Work with CR’s bookkeeper to implement and manage systems for processing and tracking organizational expenses, working with Team Leaders to ensure staff understand and are accountable to spending protocols, policies, and guidelines

- Serve as staff representative on CR’s National Finance Working Group, which involves:
  - facilitating regular meeting scheduling
  - facilitating consensus on budget-related decisions
  - fielding major spending and budget reallocation requests from staff and member chapters and work groups
  - reviewing monthly bookkeeping reports and reconciliations
  - putting together quarterly finance Key Performance Indicators
  - developing, with Finance Working Group members, new finance-related policies as needed (e.g., credit card accountability policies), and implementing new policies with staff
- Manage and pay bills, reimbursements, vendors, office equipment, and equipment leases
- Provide support for managing a cloud server and cloud based contact management infrastructure
- Manage and/or Supervise the following contractors / part-time employees:
  - Office Admin for CR’s National and Oakland chapter office
  - Bookkeeper
  - Tech consultants
  - Benefits Coordinator
- Provide logistics support for fundraising and political events
- Support the organization’s use of internal systems and processes by providing training and creating protocol materials for staff and members as necessary
- Checking CR’s organizational email daily, managing communication and delegating requests
- Coordinating CR’s prisoner line and call forwarding system, which involves:
  - Doing outreach for, and training new volunteers
  - Holding regular workshops and trainings, and facilitating a monthly volunteer Zoom call
  - Setting up and maintaining systems for communication amongst volunteers and between volunteers and staff, and for getting resources mailed out to prisoners
  - Supporting volunteers on an ongoing fashion, responding to questions and talking through issues
  - Coordinating volunteers into phone line shifts and schedules
- Maintain CR’s prisoner contact database, which includes:
  - Working with volunteers to conduct audit of the subscriber list for CR’s prisoner newsletter, The Abolitionist, at least once annually
  - Coordinating with chapter mail programs to update CR’s prisoner contact database and Abby subscriber list in an ongoing fashion
- General staffing duties:
  - Attending weekly full staff meetings and ID Team check-ins, and participating in facilitation and note-taking rotations
  - Attending monthly Staff political education sessions and participating in facilitation rotation
  - Attending quarterly ID Team retreats

**REQUIREMENTS:**

- A minimum of two years’ relevant experience in a similar role that demonstrates a broad knowledge and ability to apply principles, methods and techniques of financial management.
- Contact management experience (e.g. Salesforce)
- Skilled in formatting reporting documents to meet management needs.
- Ability to write well and in a variety of styles.
- Ability to work well with a broad diversity of people.
Great sense of humor.
Demonstrates a commitment to racial, gender and social justice.
Ability to work both independently and with minimal daily supervision.

**CANDIDATE RECRUITMENT:**

Formerly imprisoned people are highly encouraged to apply. We also encourage people of color, women, queer and trans/gender-nonconforming people to apply. We welcome people from all educational backgrounds to apply.

**COMPENSATION:**

Starting salary is $70,000, with six weeks paid vacation, and an expansive benefits package. CR is also providing financial support for tech needs during COVID19, as staff are working from home.

This is a permanent position. However, the starting contract agreement is for the first six months to ensure the hire is a mutually good fit for Critical Resistance and the person hired. We ask for a minimum two-year commitment.

**TO APPLY:**

Please send a cover letter, resume, and relevant writing sample (5 pages maximum) via email (Word documents or PDF files, please) to: hiring@criticalresistance.org with Operations Coordinator in the subject line.

Or you can send hard copy applications to:

**ATTN: Hiring Committee Critical Resistance**

P.O. Box. 22780

Oakland, CA, 94609-2031

Please send any questions regarding the position to hiring@criticalresistance.org