



Job Title: Operations Associate

Organizational Overview:

At Step to Success (STS), we promote equity for over 325 students from low-income families in Brookline by expanding their horizons, building upon their skills, and supporting their educational journey to maximize their life choices. We help Brookline students living in public housing thrive academically in grade school, matriculate in college, and earn a college degree. Since 2001, STS has served over 5000 students through out-of-school time programs such as after-school, vacation programs and camp access, career readiness through paid internships and workshops, and college success through advising, mentoring, and financial aid access.

Position Overview:

The Operations Associate (OA) provides general administrative support under direction from the Executive Director (ED) to ensure the efficient operation of STS. This is a full-time position reporting to the ED. The OA will work with all staff members, but they will work especially close with the development and finance staff during certain periods (such as fundraising campaigns). The OA will work primarily on-site at the Steps main office (currently 2 Clark Rd), but may be required to travel to other sites.

Specific Position Responsibilities:

- Coordinating with the ED and staff to manage day-to-day finance needs. This includes, but is not limited to, processing invoices and reimbursement requests, coding transactions, supporting the annual audit, compiling bi-weekly payroll reports
- Assisting with all hiring and onboarding processes for new staff and employees, including part-time employees and student interns
- Troubleshooting HR questions from staff through consulting pre-existing documents, conducting independent research, and acting as a point of contact for contracted organizations such as insurance providers
- Maintaining organizational filing and data security systems (both online and physical)
- Working with staff to maintain the organization's internal site, which stores "at-a-glance" programs, financial, administrative, and historical information
- Providing office management, which includes upkeep and inventory of office supplies (including computer hardware) and general staff/office needs
- Checking general communication daily (mail, office phone calls, general STS email inquiries) and ensuring correspondence is responded to in a timely and accurate manner
- Managing all memberships and organizational subscriptions

- Aiding in the preparation of internal and external reports
- Providing administrative support to the ED
- Supporting STS staff with events and programming as needed
- Fulfilling other administrative-related general duties as directed and approved by the ED

Qualifications:

- Bachelor's degree, associate degree, or equivalent experience required
- Relevant experience and proven success in operations and administration
- Proven willingness to learn new skills and seek help when needed
- A passion for youth development and a belief in STS's mission of educational equity
- Excellent written and verbal communication skills
- Excellent computer literacy skills, with particular knowledge of MS Office Suite and Google Suite
- High comfort level working both independently and collaboratively on projects
- Strong organizational skills, detail management, and follow-through
- Ability to manage multiple priorities and work under tight deadlines
- Sense of humor is a plus!

Compensation:

- Commensurate with experience (\$39,000 - \$42,000), with benefits

To Apply:

Please apply by sending a thoughtfully worded cover letter and resume to the Step to Success, Inc. offices at sts@stepstosuccessbrookline.org.

Incomplete applications will not be considered.

Company Description

<https://www.stepstosuccessbrookline.org/>

Steps to Success provides equal employment opportunities to all applicants and prohibits discrimination on the basis of race, color, religion, age, sex, national origin, disability status, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.