



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

<b>Job Title: Operations Coordinator</b>	<b>Reporting To: Rose Buenaventura, Director, CRM</b>
<b>Department: IT/Operations</b>	<b>Position: Full-Time non-exempt</b>

**Purpose of Position**

The position of Operations Coordinator will be working towards an overall data integrity effort for the Emergency Rental Assistance Program, Emergency Housing Vouchers and CDC Health Equity Project. This position will also assist with the consolidation of our United to End Homelessness initiative data under the direction of the Director, CRM. The data integrity consists of generating a variety of reports and conducting data clean-up within all pertaining systems.

**Key Duties and Responsibilities**

- Assist with extracting data related to Emergency Rental Assistance Payments
- Review all check files and ensure proper mailing address is retrieved
- Answer all ERA payment related inquiries from internal and external parties
- Generate Payout Reports on a weekly basis for all ERA payouts
- Generate various reports as requested by the stakeholders at a monthly and quarterly basis
- Assist with Emergency Housing Voucher project needs as requested
- Assist with Andar CRM reporting needs as requested
- Assist with Donor Acknowledgement project needs as requested
- Assist with Salesforce project needs as requested
- Ad Hoc projects and tasks as assigned

**Core Competencies**

- Data Mining
- Quality Assurance
- Data Consolidation
- Report Generating
- Customer Service

**Job Requirements /Technical Knowledge**

- Intermediate Excel Skills
- AWS Knowledge preferred but not required
- Salesforce Knowledge preferred but not required



### **Employment Standards**

- Ability to work remotely and come into the office upon request

### **Physical Demands**

Physical demands are representative of the requirements necessary for an employee to successfully perform the essential functions of this position. The employee is required to actively listen and communicate clearly. The employee is required to stand and publically speak. The employee is required to walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close and far. Ability to operate a computer keyboard and mouse, and lift files and reports is required. Employee must be able to lift and carry 25 pounds.

### **Send Resumes To:**

[RoseB@unitedwayoc.org](mailto:RoseB@unitedwayoc.org)

Orange County United Way

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