



Serving crime victims in Lincoln, Lyon, Murray,
and Redwood Counties of
Southwest Minnesota since 1981.

www.newhorizonscrisiscenter.org

Prevention & Professional Education • General Crime
Parenting Time • Sexual Assault

**NEW HORIZONS CRISIS CENTER (NHCC) IS AN EQUAL OPPORTUNITY EMPLOYER AND
EQUAL OPPORTUNITY PROVIDER.**

Equal Employment Opportunity Statement

It is the policy of New Horizons Crisis Center (NHCC) to provide equal employment opportunity for all, without discrimination on the basis of ancestry, family or medical care leave, gender identity or expression, genetic information, medical condition, political affiliation, protected veteran status, race, color, creed, religion, national origin, sex (including pregnancy), marital status, status with regard to public assistance, disability, sexual orientation, familial status, age, or any other characteristic protected by applicable laws, regulations, and ordinances.

POSTING

STARTING WAGE: \$50,000 Annually - Depending on education, knowledge, experience, and skills. Benefits include, but are not limited to: employer paid health insurance, paid time off, personal leave, paid holidays, retirement plan/match - optional, and life insurance benefits.

To apply, please submit your letter of interest, resume, and completed NHCC application (<https://www.newhorizonscrisiscenter.org/pdf/NHCC-Employment-Application.pdf>) - all three of the requested items are required in order to be processed as an application - to NHCC's Executive Director. Position open until filled. Your application can be submitted by mail or in person (349 West Main St., Suite 3, Marshall, MN 56258) or e-mail (carrieb@nhccmn.com).

People of color and people representing underserved communities are encouraged to apply.

New Horizons Crisis Center
Job Description

POSITION TITLE: Operations Manager (5% VOCA / 65% State / 10% UWSWMN / 20% Other)

POSITION CLASSIFICATION: Full-Time

SALARY CLASSIFICATION: Exempt

SUPERVISOR: Executive Director

POSITIONS SUPERVISED: Exercises supervision over volunteers.

BENEFITS INCLUDE: Employer-paid health insurance, life insurance, paid time off, 2 personal leave days annually, 12 paid holidays annually, and SIMPLE retirement plan/match - optional.

POSITION PRIMARY PURPOSE: Provides support to the Executive Director in relation to improving the

overall efficiency and effectiveness of the organization and provides CVS advocacy support as needed.

DESIRED MINIMUM QUALIFICATIONS: Individuals with diverse backgrounds, varied life experiences, who are bilingual, and/or survivors of crime encouraged to apply.

Education and Experience:

- Associate degree in business management, office management, customer service, or related field.
- 3-4 years of experience in business management, office management, customer service, or related field.
- Any equivalent combination of education and relevant work experience.

Knowledge, Skills, and Abilities:

- Believes in the mission, goals, and services of NHCC. Committed to serving people in need.
- Working knowledge of office management and customer service.
- Skills in operating the listed tools and equipment; skills in managing crisis situations; skills in communicating difficult topics.
- Ability to establish and maintain effective working relationships with co-workers, supervisors, board members, clients, vendors, and the general public; ability to communicate effectively orally and in writing.
- Skills in troubleshooting and maintenance of computers and other office equipment; working knowledge and ability to navigate Microsoft Office/Microsoft 365, and similar programs.
- Ability to provide software support to staff as requested.
- Processes agency mail, bills, and donations. Sends thank you letters to donors.
- Eagerness to perform other duties and assume additional responsibilities as directed by the Executive Director to ensure efficient operations.

SPECIAL REQUIREMENTS

- Must possess and maintain a valid state driver's license and insured reliable vehicle.

TOOLS AND EQUIPMENT USED

- Requires use of personal computer (MS Office Suite), email, and other office and communication equipment.

JOB SUMMARY:

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1. Provides wide range of complex office administration and support to the Executive Director. May serve as principal administrative contact and liaison with external contacts, per Executive Director's request.:**
 - Provides direct support and back-up executive director.
 - Researches product viability prior to purchasing, providing cost comparisons and price quotes.
 - Establishes, negotiates, and manages vendor accounts.
 - Authorizes and purchases office supplies.
 - Purchases/leases and maintains offices, computers, telephone, and security equipment for agency.
 - Provides staff training and support for equipment and software.
 - Manages facilities/lease holdings.
 - Assists in the maintenance of the agency website and social media platforms.
 - Assists in recruiting and orienting staff.
 - Assists in maintaining personnel records and benefits analysis and administration.

- Upon Executive Director's request, monitors budgets, including tracking expenditures and providing reports. May prepare spreadsheets for budgets, grants, or contracts.
- Gathers and analyzes information required for administrative reporting.
- Upon Executive Director's request, coordinates events (including conferences and seminars), business promotion and marketing, fund development (donor recruitment, fundraising, etc.) etc.
- Provides new hire orientation. (E.g. Responsible for new hire paperwork (I-9 Form, W4, MN New Hire, Benefits Enrollment, etc.); agency orientation paperwork (mission, philosophy, and values; job descriptions; personnel policies and procedures; agency forms and communications; confidentiality, etc.); training of equipment (office, computer, phone, and security, etc.); familiarity of office layout and procedures; etc.)
- Assists with program onboarding, including Microsoft 365 account set up, Apricot Social Solutions Data Tracking, Marco Printer Services, Canva, email, phone, etc.
- Supervises and orients volunteers.
- Works with the Executive Director (and others, as directed) to ensure the successful tracking and reporting of all services and grants.
- Processes agency mail, bills, and donations. Sends thank you letters to donors.
- Works with IT company to maintain operational equipment required for program/site operations.

2. Advocacy Responsibilities:

- Works with program participants (in person or on 24-hour crisis line) to provide the advocacy and support necessary for them to deal with the emotional, physical, social, and financial effects suffered as a result of a crime.
- Provides crisis intervention services and for the personal safety and emotional support of clients.
- Provides educational and outreach programs and activities.
- Participates in the 24-hour crisis response line response rotation.
- Assists clients in the completion of necessary documentation/paperwork to obtain systems services.
- Provides legal advocacy for clients by: a) providing information about Orders for Protections and Harassment Restraining Orders; b) explaining legal terms/proceedings; c) providing information about reparations and restitution; d) assists with the preparation of victim impact statements; e) preparing clients for court; and f) providing follow-up services for clients through agency employees if and when necessary.
- Provides medical advocacy by providing support during evidentiary exams and acts as a liaison between the client and medical personnel when requested.
- Networks with other community agencies and groups to coordinate services for clients when requested.
- Fills in for other staff to ensure adequate support and coverage for agency programs, services, and 24-hour crisis line.
- Makes a written record of client contact and information.
- Maintains client confidentiality and reporting criteria as defined by law.

3. Participates as a member of the NHCC Team:

- Attends and participates in agency meetings, community meetings/events, in-service training, workshops, and classes to enhance skills related to services delivery to clients.
- Contributes to a positive work attitude by working cooperatively with others and conducting oneself as a team player.
- Performs related work/job duties as apparent or assigned.

OTHER RESPONSIBILITIES:

Performs other duties and assumes additional responsibilities as directed by the Executive Director to ensure efficient operations.

PHYSICAL DEMAND AND WORK ENVIRONMENT:

➤ The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

➤ While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands and fingers to handle, feel or operate objects, tools or controls; and reach with hands and arms. Employee is required to walk, climb stairs and lift at least 25 lbs. and be able to move about freely.

➤ Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the environment is usually quiet.

As with all grant funded programs, employment with this program is contingent upon on-going grant funding that is available to compensate the employee.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.