



AICHO

American Indian Community Housing Organization

Position Title: Dabinoo'igan Shelter Operations Coordinator

The role of the Dabinoo'igan Shelter Operations Coordinator is to manage the on-going needs and operations of the shelter. The Operations Coordinator plays a key role in ensuring smooth and efficient operations within the Dabinoo'igan Shelter, a domestic violence emergency shelter, and works closely with the Shelter Director to coordinate and manage operations. The Operations Coordinator supports day-to-day activities, manage schedules, and ensure that resources are effectively secured and managed. This position would report directly to the Shelter Director and the Executive Director.

Wages/Salary: \$24-\$26/hr

Status: Full-time, non-exempt (32 hours a week)

Benefits: health and dental insurance, retirement, short-term disability, paid holidays, paid time off

Position duties include-

- Oversee and streamline operations, ensuring all systems and processes run efficiently. Identify areas for improvement and implement effective solutions. Oversight of any ongoing maintenance and repair needs for the Dabinoo'igan Shelter including coordination with AICHO Property Management and external vendors or contractors.
- Oversight of safety, sanitation and cleanliness of shelter.
- Monitor inventory levels, procure supplies, and manage company resources to meet operational demands. Coordinate shelter, office, and resident supply purchases and inventory, including resident recreational or cultural activities; and manage Financial Assistance purchases and documentation for shelter residents.
- Collect, analyze, and report on key operational metrics to senior leadership. Ensure all required documentation is accurate and updated regularly. Oversight of accurate case notes, report writing, referrals, filing and data collection from other team members.
- Assist with budget management by tracking expenses, identifying cost-saving opportunities, and reporting on financial performance.
- Provide operational support for ongoing projects, ensuring deadlines are met, and resources are available.
- Assist in the training and onboarding of new team members, ensuring they understand operational procedures and systems. Assist Shelter Director with conflict resolution mediation, staff scheduling, training, and task management; work collaboratively with Shelter Director, shelter staff, and other AICHO programs/departments.
- Address and resolve operational issues quickly and efficiently, often acting as the first point of contact for any operational challenges.
- Ensure that all activities and operations comply with company policies and relevant regulations. Maintain knowledge of industry standards and best practices.



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- Commit to participate in weekly rotation of after-hours crisis on call duties.
- Always maintain professionalism and confidentiality.

Qualifications:

- Commitment to healthy Indigenous community and cultural knowledge
- Strong organizational skills and attention to detail.
- Excellent communication and interpersonal skills.
- Ability to manage competing priorities.
- Proficiency in office software (e.g., MS Office, Google Suite).
- Problem-solving abilities and a proactive attitude.
- Experience in project management or operations (preferred).
- Strong time-management skills.
- Ability to work in a fast-paced environment.
- Knowledge of the dynamics of domestic violence, sexual assault, and sex trafficking of Native American people
- Understand the barriers of chemical dependency, mental illness, homelessness, and trauma
- Knowledge of tribal and local resources, referrals, and services in the community
- Experience working in culturally-based and community-based strategies
- Education or equivalent experience relevant to position
- Ability to communicate (verbal, written) in a variety of settings, formats, and audience sizes
- Ability to work effectively independently and within team(s)
- Valid Class D Driver's license and vehicle insurance

The American Indian Community Housing Organization (AICHO) has a mission to honor the resiliency of Indigenous people by strengthening communities and centering Indigenous values in all aspects of our work. AICHO is an Equal Opportunity Employer.