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[www.charlottelegaladvocacy.org](http://www.charlottelegaladvocacy.org)

## POSITION NOTICE

### Full Time

## OPERATIONS SPECIALIST

Posted August 2022: Open Until Filled

Charlotte Center for Legal Advocacy, a non-profit agency that provides legal assistance in civil matters to low-income persons in Charlotte and Western North Carolina, seeks an **Operations Specialist** to support the Advocacy Center's programs.

The Advocacy Center is funded by contributions from individuals and law firms, the United Way of Central Carolinas, grants from federal, state, local government and private foundation and client fees but receives no Legal Services Corporation funds. More information about the Advocacy Center can be found at our website: [www.CharlotteLegalAdvocacy.org](http://www.CharlotteLegalAdvocacy.org).

The Operations Specialist will be a member of the Administrative Team, will work with the management team and program staff to meet the technology and facility needs for the organization, and with the administrative team on other tasks as needed.

### The Specialist role will include the following responsibilities:

- **Facilities.** Work in collaboration with the COFO to oversee facilities systems:
  - Oversee safety of occupants by ensuring building is free of hazard;
  - Work with staff and partner organizations to coordinate building resources;
  - Supervise janitorial and groundskeeping contracts to ensure proper cleaning and upkeep;
  - Oversee the maintenance and repair of building facilities, including electrical and plumbing;
  - Manage security, access, and other building systems;
  - Manage physical day-to-day building operations;
  - Oversee repair and warranty requests;
  - Participate in negotiating vendor contracts for services including janitorial, maintenance, document destruction, waste, and recycling services;
  - Schedule repairs and maintenance for all equipment and services related to the building;
  - Maintain supply inventories for organization;
  - Participate in the development of policies and procedures relating to facilities management.
  
- **Technology.** Work in collaboration with the Technology Coordinator to oversee the IT needs of the organization:
  - Coordinate day-to-day computer and technology systems for internal operations;
  - Serve as a liaison and a point of contact with IT consultants;

- Manage equipment needs and warranties, including postage meter, copiers, conferencing equipment, staff equipment and other connected devices;
  - Oversee disaster recovery and backup systems;
  - Respond to requests for IT help tickets from staff;
  - Provide staff technology training;
- ***Other duties as assigned.***

### **Qualifications**

- College degree or 3 – 5 years relevant training or experience;
- Knowledge of computer operating, software, and other technology systems;
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF Pro;
- Excellent project management and organizational skills;
- Able to troubleshoot and problem solve independently;
- Able to work in a collaborative team environment and effectively communicate with co-workers and clients in virtual, face to face and meeting settings; and
- Experience working with low-income communities at a non-profit or community-based organization within a multi-ethnic/multi-cultural environment preferred.

### **Salary**

The position is a full-time salary non-exempt position. Annual salary \$38,300+, depending on experience and skills; Charlotte Center for Legal Advocacy offers a generous leave and benefits package.

### **To Apply send all of the following:**

- (1) a detailed letter explaining your qualifications for and interest in this specific position and organization, in which you describe your qualifications for this program, experience with low-income individuals, and other relevant information;
- (2) a resume; and
- (4) names and telephone numbers of three references to: Human Resources Manager, Charlotte Center for Legal Advocacy, by email to [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org) or by mail to PO Box 25558, Charlotte, NC 28229-5558, email is preferred. Form letters and inquiries not containing this information will not be considered. If you need accommodations for the application process or any aspect of this position, please contact [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org). Form letters and inquiries not containing this information *will not be considered*.

***Charlotte Center for Legal Advocacy is an equal opportunity employer.  
Veterans, women, minorities, and disabled persons are encouraged to apply.***