

Regional Operations Coordinator

Position: Regional Operations Coordinator

Reports to: Executive Director

Salary: \$28-\$34/hour

Employment Status: **Full-Time**

FLSA Status: **Non-Exempt**

Job Location: **Honolulu**

POSITION PURPOSE

Under the direction of the Executive Director, the Regional Operations Coordinator is responsible for ensuring the efficient, professional, and compliant operation of the Hawaii branch office. The Regional Operations Coordinator serves as the primary administrative and facility support presence for the office, maintaining a welcoming environment for consumers, visitors, community partners, and staff.

This position oversees day-to-day office operations, facility organization, records management, inventory control, visitor services, office safety, and administrative support functions. The Regional Operations Coordinator plays a critical role in maintaining organizational standards, ensuring operational accountability, and supporting the overall success of the Hawaii branch.

Office Operations & Facility Management

- Opens and closes office according to established schedule.
 - Maintains professional appearance and cleanliness of all office areas.
 - Conducts weekly office inspections and reports facility concerns.
 - Coordinates office organization projects and maintains orderly workspaces.
 - Ensures confidential records are properly stored and secured.
 - Coordinates removal, storage, and inventory of agency property.
 - Maintains visitor reception areas and conference spaces.
 - Reports maintenance, safety, and security concerns promptly.
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Administrative Operations

- Provides administrative support to branch operations.
- Answers telephones and responds to general inquiries.
- Greets consumers, visitors, vendors, and community partners.
- Maintains calendars and schedules meetings as assigned.
- Processes incoming and outgoing mail.
- Assists with preparation of reports, correspondence, meeting materials, and presentations.
- Maintains electronic and paper filing systems.

Compliance & Accountability

- Maintains office records in accordance with organizational policies.
- Conducts monthly inventory reviews of agency equipment and supplies.
- Maintains visitor sign-in procedures and office activity logs.
- Assists with preparation for monitoring visits, audits, and compliance reviews.
- Monitors adherence to office standards and operational procedures.
- Provides monthly operational status reports to the Executive Director.
- Conduct routine inspections of office spaces, storage areas, equipment, and records to ensure compliance with organizational standards for cleanliness, safety, security, and professional presentation.

Community Relations

- Serves as the first point of contact for visitors and callers.
- Provides information and referral assistance.
- Represents the organization professionally in all interactions.
- Supports community events, trainings, and outreach activities.

Minimum Qualifications

- High school diploma required; Associate degree preferred.
- Three to five years of progressively responsible administrative or office operations experience.
- Experience maintaining records, inventories, and office systems.
- Experience working independently with minimal supervision.
- Strong organizational and problem-solving skills.
- Experience in nonprofit, healthcare, human services, or disability services preferred.

PERSONAL CHARACTERISTICS

- **Ethical Conduct:** Aligns behavior with organizational values and ethical standards
- **Relationship Building:** Establishes trust and collaboration with diverse individuals and teams
- **Effective Communication:** Communicates clearly and respectfully, both orally and in writing
- **Consumer Focused:** Anticipates and responds to the needs of consumers with empathy and respect
- **Growth Mindset:** Seeks feedback, embraces learning opportunities, and strives for continual improvement
- **Team-Oriented:** Works cooperatively, embraces accountability, maintains a professional workspace, and contributes to a positive work culture
- **Organized and Self-Directed:** Effectively manages time, responsibilities, and changing priorities

WORK ENVIRONMENT & EXPECTATIONS

Primarily office-based, with regular travel to meet consumers in the community. Monday–Friday, 8 AM–5 PM schedule; occasional evenings/weekends may be required. Reasonable accommodations will be made to support employees with disabilities. Must comply with HIPAA and maintain strict confidentiality.

NON-DISCRIMINATION POLICY

Access to Independence is committed to providing an inclusive, welcoming environment. We do not discriminate on the basis of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by federal, state, or local law.

We actively encourage applications from individuals with disabilities, LGBTQ+ individuals, people of color, and other underrepresented groups. People with lived experience with disability are strongly encouraged to apply.

DISCLAIMER

This job description is intended to convey essential information about the scope and responsibilities of the position. It is not intended to be an exhaustive list of skills, efforts, duties, or responsibilities associated with it. Duties may be adjusted or modified at any time to meet the needs of the organization and those we serve. Your signature is an acknowledgement that you meet the minimum qualifications for this role and can consistently demonstrate having the personal characteristics that align with the values of the organization.

