



**Job Title**

**Operations & Remote Work Assistant** (Part-Time, 20-35 hours per week, negotiable)

(This is a hybrid position, and mostly remote. **Must be near Silver Spring, MD.** Health insurance and prorated leave are offered.)

**Position Overview**

The Maryland Coalition Against Sexual Assault (MCASA) is looking for an Operations & Remote Work Assistant to help support the agency and staff as we all work together to end sexual violence.

If you want to help survivors and are organized, like juggling different tasks, computer savvy, and live in or near downtown Silver Spring, MD, this could be a good job for you. This position does not involve working directly with clients. New grads, moms and other parents, artists, graduate students, and anyone else wanting a flexible position with a mission-driven organization that helps people are encouraged to apply.

The Maryland Coalition Against Sexual Assault (MCASA), a non-profit organization, is the federally recognized state coalition and includes the State’s rape crisis centers and others concerned with ending sexual violence. Our mission is to help prevent sexual assault, advocate for accessible, compassionate care for survivors of sexual violence, and work to hold offenders accountable. MCASA includes the Sexual Assault Legal Institute, a statewide legal services project helping survivors throughout Maryland.

The Operations & Remote Work Assistant will help with the operation of the agency in our post-pandemic form. Currently, MCASA staff work all over the state attending meetings, outreach, court proceedings, and other in person activities. They have the option of working remotely or in our Silver Spring offices. The Operations & Remote Work Assistant will help make this possible by assisting with operations, on-boarding staff (including basic HR forms), supplies, coordinating tech support, and general wrangling of staff needs. The Operations & Remote Work Assistant will report to the Finance & Operations Manager.

At MCASA, we believe we cannot successfully serve others if we do not take care of ourselves. MCASA staff are encouraged to practice self-care and are supported in finding a positive work-life balance. This position, along with the rest of the agency, will entail significant virtual work and allow for flexible scheduling. MCASA does not anticipate resuming full-time in office work, however, there will be occasional meetings in person and this position is charged with helping support remote work and the office in Silver Spring.

*The Operations & Remote Work Assistant is expected to be available to travel to the MCASA office in Silver Spring within 30-45 minutes. While many job duties may be performed virtually, some are in person. This may include on-site meetings, assisting other staff or vendors, or other in person events. Employees may choose to work in the MCASA offices subject to COVID risk reduction protocols.*

**Classification:** Non-Exempt  
**Salary:** \$21.50/hour, 20-35 hours per week as negotiated  
Benefits include health/dental/vision insurance for employee (organization pays 80%), paid time off, flexible schedule.



### ***Responsibilities and Duties***

- Point of contact for staff with questions about agency operations, including remote work, agency laptops, health insurance, leave policies, conference travel, etc. Coordinate with supervisory staff to ensure good communication.
- Maintain up-to-date information regarding maintaining confidentiality in a remote workplace. Share information with both MCASA staff and with MCASA member programs. Respond to questions regarding secure communications.
- Pick up mail from Silver Spring Post Office and coordinate with other staff regarding distribution; coordinate coverage for mail pick-up when unavailable; ensure client communications are handled in a confidential manner.
- Manage practical aspects of on-boarding and off-boarding staff, including meeting new hires in Silver Spring to provide them with agency laptops and equipment, preparing new hire/exiting employee paperwork, and general orientation (timesheets, expense reports, etc).
- Maintain agency's existing Operations Manual, including updating to incorporate long-term remote work, paying particular attention to maintaining confidential communications with victims and survivors receiving services.
- Interact with vendors and staff to coordinate services and repairs including services necessary for SALI clients, such as telephone & internet, virtual private networks, laptops, cell phones, etc. This includes working with MCASA's established tech support provider and ensuring staff are following tech protocols and that the vendor is responding to requests.
- Compile office supply requests and prepare orders for purchase. Ensure there is a sufficient reserve of supplies in order to provide SALI client services.
- Assist with distribution of supplies and outreach materials when they cannot be delivered directly to staff. This includes materials for survivors such as brochures and legal information.
- Provide information about approved leave to finance team for payroll.
- Coordinate interviewing process and paperwork including alerting appropriate management staff of applications, communicating with applicant and staff regarding scheduling, preparing interview questions, collecting notes regarding interviews and reference checks.
- Maintain job descriptions, resumes, and bios for staff, as well as submitting job postings for vacant positions.
- Assist with administration of benefits program including health, vision and dental insurance (for example, assisting with forms to change insurance plans). Assist with annual enrollment for health insurance and IWIF reports.
- Other duties as assigned by the Finance & Operations Manager or Executive Director.

### ***Qualifications and Skills***

- Bachelors Degree or equivalent experience. Associate Degree combined with relevant skills may qualify. Note that MCASA values life-experience and a variety of work backgrounds
- Problem-solving ability and the ability to multi-task
- Ability to work with different types of people using a flexible, patient, positive and responsive approach
- Knowledge of basic human resource practices
- Work experience, preferably including assisting co-workers
- Proficiency in Microsoft Office programs (Excel, Word, etc), computer/networking functions



- Comfort with technology and related problem solving
- Proficiency in detail oriented work such as entering information on forms or online
- Ability to be in downtown Silver Spring promptly and occasionally unexpectedly
- Ability to travel occasionally within the State of Maryland, valid drivers license and good driving skills, access to a car
- Commitment to ending sexual violence

### ***Physical Demands***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. 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 regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

### ***Work Environment***

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### ***Commitment to Diversity***

MCASA is an equal opportunity employer. Its policy of nondiscrimination means that all employment decisions will be based on merit and without regard to factors unrelated to job performance, such as ethnicity, creed, marital status, national origin, religion, gender, age, sexual orientation, and physical, emotional or mental capacity.

### ***To Apply***

Send cover letter, resume, and writing sample to [jobs@mcasa.org](mailto:jobs@mcasa.org). Please include your name and position title in the subject. No phone calls, please.