



Operations Intern

About The Center

The mission of The Center – Pride Center San Antonio is to serve the lesbian, gay, bisexual, transgender, and HIV communities by connecting them and their families to community resources and organizations related to health, wellness, support, education, activities, and advocacy.

Environment & Culture

There's a lot of laughter in the office, and yet we take our work very seriously. We are informal but work with a high degree of professionalism. We work hard, care a lot about details, and work both independently and as part of a team. If these seem like impossible contradictions, then you might not like us. If this makes sense, we might be the right place for you.

The Operations Intern will report to the Community Empowerment Coordinators and will assist with day-to-day operations at the virtual drop-in Center including answering phone calls and emails, seeking out community resources, coordinating weekly and monthly programming, and providing direct support to community members.

This internship will begin as a virtual internship with the potential to become an in-person opportunity, COVID safety precautions allowing.

This job is perfect for someone who is highly organized and who enjoys behind-the-scenes work in support of a great cause. It offers the opportunity to become deeply engaged with the fundamental processes of running a nonprofit pride organization. It is an excellent career-enhancing opportunity for someone who is interested in beginning a career in organizational management.

Responsibilities



Organization Support: Assist the Community Empowerment Coordinator with day-to-day operations at the virtual drop-in center, mainly by answering phone calls, voicemails, and emails, providing direct community support, and referring community members to appropriate resources. In-person support at the Center (COVID safety precautions allowing) would include greeting visitors, answering visitors' questions, giving tours of the Center, keeping the Center neat and organized, and referring community members to appropriate resources.

Event Management: Set up for weekly events at the Center including support groups and fitness classes or virtual events including peer-to-peer support groups.

Administration: Perform administrative assistant duties including answering phones and checking email and mail, responding to messages in a timely manner, filing paperwork, and seeking out resources for community members.

Programmatic Assistance: Assist with needs related to the clinical (counseling and case management) programs at the Center including providing support to Counseling and Social Work interns when needed.

Volunteer Training: Assist in quarterly training of volunteers alongside Volunteer Management Intern

General: Maintain inventory and organization of resources and office supplies.

Outreach: Represent the Center tabling events and resource fairs.

Accessibility Strategy: Improve the accessibility of the drop-in center and all programs/events both virtually and in person.

Miscellaneous: Other duties as assigned by the Executive Director.

Qualifications

Familiarity with issues impacting the LGBTQ community

Strong customer service skills

Excellent written communication skills

Excellent organizational skills and attention to detail



Ability to conceptualize and implement projects

Ability to take initiative and work independently

Ideal candidates will be bilingual (Spanish/English or ASL/English) and/or seeking college credit for this internship

Are you a good fit?

We have a very specific philosophy of how we do our work and require people to be a good fit, so please read this section carefully. We need people who are hard-working and consistent. Listening skills and the ability to think critically and sensitively are extremely important. We are looking for open-minded people who are comfortable giving and receiving feedback. Having a strong sense of one's personal strengths and weaknesses as well as high standards of professionalism are required. The right person should have a high degree of initiative, and the ability to work productively in a sometimes-chaotic environment. We value individuals who are excited to contribute concrete ideas to improve organizational systems.

Additional Information

Starting date: Late February

Compensation: Stipend

Job hours: This is a part-time internship. Anticipated hours are up to fifteen (15) hours per week, Monday through Saturday, from February through June & July through November, with a possible option to extend. The position will require additional hours when needed. Some afternoon meetings are mandatory.

Pride Center San Antonio values the leadership of Black, Indigenous, people of color and LGBTQ+ individuals, and strongly encourages people of all traditionally underrepresented identities to apply. No applicant will be discriminated against because of race, color, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any protected category prohibited by local, state or federal laws. The Center is committed to the full inclusion of all qualified individuals. As part of this commitment, The Center will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job



application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact us at hiring@pridecentersa.org.

Application Process

Please submit the following to hiring@pridecentersa.org

- Cover letter: All candidates are strongly encouraged to develop a cover letter that describes how their qualifications, experiences and past successes intersect with The Center's goals for this position.
- Resume/CV

Emails should have the subject line "Operations Intern" and all attachments must be received; incomplete applications will not be considered. Due to the anticipated volume of applications only principal, qualified candidates will receive a response. All questions should be sent by email; no phone calls to The Center directly.