

Job Title: Ka Lai Ola Team Support Coordinator

Reports to: Business Operations Manager

Education: Bachelor's degree in business administration, operations, management, or related field or Equivalent work experience

Salary: \$50,000-\$55,000

Position: Full-time, Non-Exempt

Schedule: Full-time, occasional evenings & weekends may be required

Location: Lahaina, Maui

About HomeAid Hawaii:

We are a fast-growing community developer focused on building deeply affordable housing solutions for people at risk and experiencing a housing crisis. Our approach to deeply affordable housing is to reduce the cost of construction and operations through philanthropy, regulatory tools, probono labor, and discounted services, materials, and supplies. This approach allows HomeAid Hawaii the opportunity to pass on deep discounts to Hawaii's most vulnerable people in a housing crisis. Currently, we are the developer and operator for the State of Hawaii's Maui Wildfire Housing response, Ka Lai Ola – one of the largest modular communities in the nation serving survivors ineligible for federal assistance.

Job Description:

The Team Support Coordinator provides essential administrative and operational support to the Ka Lai Ola team, its partners, and its residents, supporting the internal operations that keep HomeAid Hawaii running effectively and efficiently. Working directly under the Director of Ka Lai Ola, and in partnership with multiple partners – the coordinator provides support for core business functions, including but not limited to financials, IT systems, office management, residential relations, and program development.

The ideal candidate is highly organized, people- and tech-savvy, and thrives in a mission-driven and collaborative work environment. While a degree is not required – the successful candidate must be detailed oriented, productive and focused on project execution, and can thrive in a fast-paced environment and team.

Duties & Responsibilities:

Accounting Support:

- Reviews and manages accurate invoicing for contractor and vendor payments.
- Supports the team with contractor and vendor compliances.
- Supports the team with financial data to support reporting and budgets.
- Supports the team with donor relations, including development of tax letters, database entry, and impact reporting.
- Supports the team with residential relations upon program fee and maintenance accounting.

Operations & Administration:

- Prepares meeting agendas, materials, notes, and project manages action items and deadlines.
- Track action items and assist with project follow-ups across teams and departments.
- Maintains organized digital filing systems and documentation.
- Supports the team with development of templates, systems, processes, etc.
- Supports the team with office logistics, supply management, and work arrangements.
- Provide basic troubleshooting and onboarding assistance for new users (email, file systems, etc.)
- Help manage access to platforms like Dropbox, SharePoint, and other collaboration tools
- Coordinate with outsourced IT providers for escalated support needs, under direction of the Business Operations Manager

Special Projects:

- Manages the Alosant App to support community relations between management and residents.
- Manages the Hawaii Interim Housing Program process, including monitoring of daily resident data/information, conducting background checks, updating unit tracking systems, supporting unit turnovers, and supporting residential relations.
- Manages office development to support HomeAid Hawaii and its partners with its new office development and operations.

Team & Culture Support:

- Assist in planning and coordinating internal events, team-building activities, and staff meetings.
- Supports internal staff communications and recognition initiatives, including connectivity to HomeAid Hawaii's broader awareness of Ka Lai Ola's impact and successes.

Other Duties:

- Contribute to internal reporting, document preparation, and project coordination as needed
- Perform other duties as assigned in support of organizational operations

Minimum Job Qualifications:

- High school diploma or equivalent; some college or relevant training preferred
- 2–3 years of experience in administration, executive support, or operations coordination
- Strong organizational skills with the ability to manage competing priorities
- Excellent written and verbal communication skills
- Proficiency in Microsoft Office and cloud-based collaboration tools
- Professional, proactive, and adaptable in a dynamic environment

Preferred Qualifications:

- Experience in nonprofit, housing, or mission-based organizations
- Familiarity with platforms like Dropbox, SharePoint, or Smartsheet
- Interest in social impact and supporting underserved communities

Physical Requirement:

- Ability to sit at a desk and use a computer for extended periods of time.
- Occasional standing, walking, bending, reaching, and lifting of light office items up to 25 lbs.
- Ability to operate general office equipment such as computer, printer, photocopier, scanner, phone system, postage meter, etc.
- Hand-eye coordination and manual dexterity to use office equipment and handle paperwork.
- Visual acuity to read printed and electronic documents and computer screens.
- Must be articulate. Must have professional listening and speaking communication capabilities both in person and electronically.

Benefits:

- 100% Employer paid Medical, Dental, and Vision.
- Thirteen (13) paid annual State of Hawaii holidays.
- Sixteen (16) paid days per twelve (12) months upon hire for vacation and sick leave.
- 401k Retirement Plan with discretionary employer match of up to 4% following probationary period.
- Flex healthcare spending plan.
- Company cell phone.
- Hybrid work, with respect to needs of the team.
- Company paid professional development certifications.