

Job Title: Community Programs & Operations Coordinator (Cantonese speaking)

Classification: Hourly, Non-Exempt

Status: Part-Time

Supervisor: Executive Director

Primary Location: 1720 Ocean Avenue, San Francisco, CA 94112

About Ocean Avenue Association

The Ocean Avenue Association (OAA) is a nonprofit Community Benefit District (CBD) dedicated to supporting a vibrant, safe, clean, and economically thriving Ocean Avenue corridor in San Francisco. OAA works in partnership with local businesses, residents, and the City to enhance the public realm, support small businesses, and foster a welcoming and connected community.

Through events, business support, marketing initiatives, and corridor improvements, OAA aims to strengthen neighborhood identity and drive economic vitality while centering inclusivity and cultural relevance.

Vision & Mission

A clean, safe, and vibrant Ocean Avenue. To provide effective and efficient services to our stakeholders.

Job Summary

The Community Programs & Operations Coordinator is a flexible, cross-functional support role responsible for assisting with a wide range of OAA activities, including marketing, events, bookkeeping support, Cantonese communication, small business engagement, and community relations.

This role is ideal for someone who thrives in a dynamic environment, enjoys variety in their work, and is comfortable shifting between administrative, creative, and community-facing responsibilities. The position plays a key role in supporting day-to-day operations, enhancing OAA's language & cultural competencies, and advancing OAA's mission on the ground.

This role is designed to be flexible and responsive to OAA's evolving needs. Responsibilities may be tailored to align with the selected candidate's strengths, experience, and areas of interest.

Essential Functions and Tasks

- Conduct outreach to corridor businesses, including in-person visits and follow-ups
- Provide language-accessible support to Cantonese-speaking merchants
- Assist with business needs such as program participation, communications, and resource navigation
- Support relationship-building with community stakeholders and partners
- Assist in planning and executing corridor events (e.g., festivals, promotions, activations)
- Coordinate event logistics including vendor communication, supplies, and on-site setup
- Support volunteer coordination and event-day operations
- Help track program and event participation, feedback, and outcomes
- Assist with social media content creation, scheduling, and engagement

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- Support development and distribution of flyers, newsletters, and business communications
- Help maintain website updates and promotional materials
- Contribute to storytelling and highlighting corridor businesses
- Assist with basic bookkeeping tasks (e.g., expense tracking, invoice processing, documentation collection)
- Support grant-related documentation and reporting processes
- Maintain organized digital and physical files
- Provide general administrative support as needed
- Help maintain an organized, welcoming office environment
- Support public-facing office hours and walk-in inquiries
- Assist with data tracking, spreadsheets, and internal systems
- Take on special projects and emerging priorities as needed

Knowledge, Skills, and Abilities (KSA's)

- Understanding of community-based work, small business environments, or neighborhood organizations
- Familiarity with event coordination and/or outreach strategies
- Basic understanding of administrative and operational workflows
- Strong interpersonal and relationship-building skills across diverse communities
- Clear and effective verbal and written communication
- Organization and time management with attention to detail
- Ability to create or support marketing materials and communications
- Problem-solving and ability to adapt in real time
- Ability to work independently while staying aligned with team priorities
- Ability to shift between administrative, creative, and field-based work
- Ability to engage respectfully across cultures and languages
- Ability to learn new systems and processes quickly

Required Qualifications

- Fluency in Cantonese and English (spoken and written)
- 1–3 years of relevant experience in community work, administrative support, events, marketing, or a related field (*or equivalent combination of experience and lived/community experience*)
- Strong organizational skills with the ability to manage multiple tasks and priorities
- Basic proficiency with Google Workspace (Docs, Sheets, Drive, Gmail)
- Ability to work a flexible schedule, including occasional evenings and weekends

Preferred Qualifications

- Mandarin language proficiency
- Experience working with small businesses, commercial corridors, or community-based organizations
- Experience supporting events or public programs
- Familiarity with basic bookkeeping, expense tracking, or grant documentation
- Experience with social media, marketing, or content creation
- Knowledge of San Francisco neighborhoods and diverse communities

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Physical Demands and Work Environment

- Combination of office-based and field work along the Ocean Avenue corridor
- Regular walking and standing during business outreach and events
- Ability to lift and carry event materials (up to ~25 lbs)
- Occasional outdoor work in varying weather conditions

Minimum Hourly or Salary: \$27.00 - Maximum Hourly Salary: \$35.00

- Part-time, flexible schedule (estimated 15–25 hours/week, with potential variability)
- Some evenings and weekends required for events

Benefits

This position is classified as part-time and is not eligible for benefits. All employees receive sick time in accordance with California law.

Required Staff Training

Prior and during the hiring process, all employees are required to complete the following compliance training sessions. Employees will be enrolled in the training soon after their appointment is processed.

- Job Health and Safety Training
- Injury and Illness Prevention
- Workplace Violence Prevention
- Discrimination and Harassment Prevention

Background Check and Fingerprinting

Employees are required to undergo and complete a successful background check that includes verification of employment and education, as well as a check of criminal records for employment. Candidates for positions where the employee will come in regular contact with minors will be required to be fingerprinted. In some cases, a background check will include a Department of Motor Vehicles check, as well as a check of licenses and certificates when applicable.