CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION

TITLE: Operations Assistant
DEPARTMENT: Operations
SUPERVISED BY: Chief Operating Officer
STATUS: Full-time / hourly / non-exempt
UPDATED: 03/27/2020

Job Summary: This position is responsible for providing administrative support to the Chief Operating Officer and other members of management within the Operations Department which includes Finance, Human Resources, Facilities, Grant Management and Information Technology. This position may also be asked to provide support for the Chief Executive Officer and Chief Programs Officer occasionally.

QUALIFICATIONS:
Competencies:
- Must be able to keep information confidential.
- Must treat everyone (internal and external customers) with dignity and respect.
- Ability to anticipate needs and activities of the department.
- Must demonstrate motivation, exercise discretion, and be dependable.
- Must be able to multitask and prioritize work to meet deadlines.
- Must be a team player, excellent organizational skills with an emphasis on detail and have a positive attitude.
- Must be able to get along with others in stressful situations and tolerate interruptions with patience.

Education/Experience: Minimum of an Associates Degree plus three years of experience in an administrative support related position are required.

Skills: Ability to communicate clearly both verbally and in writing. Must have excellent computer skills (Windows, Outlook, MS Word, MS Excel, and MS PowerPoint).

DUTIES & RESPONSIBILITIES:
- Primary point of contact (SPOC) with external network service provider for a 100-workstation network that is located in five separate locations.
- Create and maintain spreadsheets and reports for the Chief Operating Officer and other members of management.
- Keep meeting minutes.
- Schedule appointments and maintain calendars.
- Prepare communications such as memos, emails and other correspondence.
- Create and maintain filing systems (both electronic and physical).
- Provide support to the Facilities Director in maintaining the work order system.
- Provide support to the Grants team by assisting with research, internal reporting and grantor reporting.
• Provide assistance to Human Resources by scheduling interviews, checking applicant references and filing employee information.
• Assist Human Resources with scheduling trainings.
• Provide support to the Volunteer Coordinator as needed.
• Act as backup coverage for the front desk (answering phones and greeting clients).
• Other duties as assigned.

Physical Requirements:
Ability to lift 25 pounds.

Training Requirements:
• Attend Agency and department orientation.
• Attend all staff meeting and training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: ___________________________ Date: __________

Supervisor Signature: ___________________________ Date: __________