



OPERATIONS ASSISTANT JOB DESCRIPTION

Job Title: Operations Assistant

Job Status: Part-Time / Non-Exempt / Hourly / 20-24 hours per week

Reports to: Executive Director

Pay: \$18.00-\$24.00 per hour, based on experience

Overview: The Operations Assistant at Achieve Brown County (ABC) is a member of our permanent staff and reports to our Executive Director. This individual is responsible for a variety of support functions in a small office. There will be daily, weekly, monthly, quarterly, annual, and one-time tasks and projects. This individual will work closely with all team members at ABC as well as external partners, board members and the public.

Essential Duties and Responsibilities

Business Operations

- Process and route mail and prepare and make bank deposits.
- Maintain inventories and ordering processes for office supplies.
- Serve as the point of contact for the business office and as a problem solver for any office issues.
- Manage vendor relationships for the business office.
- Support the development and maintenance of operational policies and procedures, ensuring integrity and appropriate levels of control are in place.
- Attend weekly staff meetings and maintain notes and carryover of topics from week to week.

Human Resources

- Support the maintenance of employee files, the employee handbook and HR policies and procedures.
- Support onboarding, training, education, and administration of employee benefits including enrollment, changes, and termination processes as well as managing vendor relationships for health, medical, dental, life, short- and long-term disability, the retirement plan, and employee assistance program.
- Support the Executive Director with recruiting and offboarding tasks for employees, interns and contractors including hiring documentation, benefits enrollment, hardware/software set-up, etc.
- Support Executive Director on development of human resources and administration, professional development, compensation and benefits, performance evaluation, training and recruiting.
- Work closely and transparently with all external partners including third-party vendors, brokers, and consultants.

Finances/Fundraising

- Work with the contracted accountant to ensure appropriate financial processes and record keeping.
- Provide support to the Executive Director on internal reporting to the Finance Committee or Board of Directors.
- Manage the monthly mileage and expense reimbursement processes and credit card receipt process; ensure staff are trained in and follow tax exempt procedures.
- Manage accounts and vendor relationships to ensure taxes are removed and paperwork is filed as needed.
- Assist in establishing in-kind vendor partnerships (food/ office supplies, etc.) to support operations.
- Enter fundraising gifts into fundraising database and reconcile with the finance database monthly.
- Merge and mail gift acknowledgement or thank you letters weekly.
- Support other finance or fundraising related forecasting and projects.

Information Technology

- Manage the relationship with our information technology vendor.
- Maintain technology inventory and support upgrades/maintenance of equipment and software.

Executive Support

- Support the Executive Director and Board of Directors in agenda development and meeting minutes for the board, executive committee, finance committee and other committees of the board.
- Support scheduling and calendar management as well as content and flow of information to the Executive Director.
- Other duties and projects as assigned by the Executive Director.

Education & Experience

- High school diploma or GED required. Additional training, certificates or degrees welcomed.
- Two or more years of experience in small office operations, with executive support or in roles that have transferrable skill sets to complete the essential duties and responsibilities.

Knowledge, Skills, & Abilities

- Ability to work in alignment with the mission, vision and values of ABC including a commitment to transforming civic infrastructures in need of improvement and ensuring equity is at the core of all we do.
- Understanding of and commitment to diversity, equity, inclusion, belonging and social justice issues.
- Excellent customer service and demonstrated self-awareness, cultural competency, and inclusivity with ability to work with colleagues and stakeholders from diverse cultures and backgrounds.
- Self-starter with the ability to take initiative and responsibility to manage multiple priorities and projects and be comfortable with rapidly changing targets and deadlines.
- Excellent written, oral, and interpersonal communication skills as well as writing, editing, and proofreading skills with an eye for detail.
- Self-motivated and able to work independently and as part of a small collaborative team.
- Ability to use/learn Microsoft Office 365 Suite applications, web-based applications, and databases.

Other Job Requirements

- Ability to pass a criminal background check and pre-employment drug screen.
- Valid Wisconsin driver's license, a reliable vehicle and proof of automobile insurance to get to and from meetings, events, and other work functions.
- Ability to work 20-24 hours per week between the hours of 8:00am-4:30pm Monday through Friday as well as occasional early morning or early evening meetings to support board functions.

Working Conditions

- Work Environment: Our work environment is considered hybrid. All employees should have the ability to be onsite for their entire work week if their schedule requires it. Time is otherwise spent in-office, in-community and in a home office throughout a work week. Employees are issued a laptop for easy movement between our office, community, and home.
- Physical Activities: while performing the duties of this job, the employee is regularly required to sit, stand, walk, talk, listen, operate a computer, operate a motor vehicle, and lift and/or move more than 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus. At times there may be heavy phone and email volume with extended periods of time working in front of a computer while at other times there may be bending and lifting that would occur outside of the office for setting up or tearing down of events. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodation may be made for individuals with disabilities to perform the essential functions of the job.

We recognize that the unique and diverse backgrounds, talents, skills, and contributions of every individual improve and enhance the quality of the organization. We believe creating an environment where everyone belongs, and thrives, is our collective responsibility. Therefore, we are committed to building a culture that attracts and sustains a diverse mix of professionals who are passionate about the work they do. We work to recruit, develop, and retain talented staff from a broad and diverse candidate pool. ABC is an equal opportunity employer that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national

origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status, or any other status or characteristic protected by law.

Job Description Acknowledgment

I hereby acknowledge that I have received, reviewed, and fully understand the job description for the Operations Assistant. I further understand that I am responsible for the satisfactory execution of the essential functions described within the job description.

Printed Name

Signature

Date