



**Position Title:**        **Operations Specialist**

**Reports To:**            **Senior Director of Finance and Operations**

**Position Summary:** The role of the Operations Specialist is to manage the all of Hope Builders' facility and needs, and to support our outside vendor for information technology. This includes computer and property maintenance, troubleshooting, software updates, and vendor support.

**Key Responsibilities:**

- Serve as the key on-site IT staff including providing staff IT support and maintaining computer labs for student training and testing
- Coordinate with IT vendors to maintain all IT software, servers, networks, and equipment
- Installing/Updating/Removing/Replacing Software
- Moving and setting up desktop computers
- Troubleshooting software and hardware issues
- Troubleshooting property issues and engaging outside vendors as required
- Manage moving of furniture and office setups
- Maintaining maintenance records and plans
- Train staff and interns on the proper use of computers and property
- Work with the Senior Director of Finance and Operations to ensure the daily operations of Hope Builders' properties are coordinated with necessary resources and tools, includes managing vendors. Make recommendations for improvements.
- Research options for purchase and maintenance of resources and make recommendations for purchases
- Other duties as assigned

**Education, Skill & Experience Requirements:**

- Excellent interpersonal and communication skills and high level of customer service skills
- Well organized, detail-oriented; effectively manage priorities, meet goal objectives; team player
- Driver's license and vehicle. Mileage will be reimbursed.
- Proficient using Microsoft Outlook, Word, Excel, and internet. Ability to monitor, upgrade, and maintain IT systems

**Personal Skills**

- Calm, professional, courteous, hospitable approach to people and situations, ability to adapt to changing environment and demands, excellent interpersonal skills, flexibility and creativity, enthusiasm and a positive attitude, ability to take the initiative and creatively move to action. Ability to demonstrate attitude of cooperation and professionalism when working with others. Ability to see, hear, and speak in English adequately to perform essential functions of the job.

### **Administrative Skills**

- Excellent written and verbal communication skills, good organizational skills, strong telephone skills and etiquette, ability to work without close supervision, ability to plan and accomplish long range tasks, ability to multi-task and manage conflicting deadlines and demands.
- Ability to plan and present trainings on the proper use of resources.

### **Technical Skills**

- Knowledge and proficiency with computer software- Microsoft Windows, Office, server management, and internet. Experience working in computer hardware setup and databases a plus.
- Experience in property management a plus.
- Ability to operate standard office equipment.

### **Physical Requirements**

- Ability to sit at desk or computer for extended periods, ability to lift at least 20 pounds.

### **Mental Requirements**

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks and budgets, ability to maintain confidentiality.

### **Working Conditions**

- Shared work space, may be required to work outside regular business hours on days of special events, includes some evenings and weekends.

### **Safety Requirements:**

- Is knowledgeable of, observes and complies with Codes of Safe Practice, safety policies and emergency procedures.

### **Require Protective Equipment: None**

**Salary & Benefits:** This is a full-time position. Salary negotiable related to experience. Full medical, dental, and vision benefits plus 401(k) plan available.

### **How to Apply:**

Email your cover letter and resume to [resumes3@tsjhopebuilders.org](mailto:resumes3@tsjhopebuilders.org)

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This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.