

Position Title: **Operations Specialist**

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

Position Summary: The role of the Operations Specialist is to support and steward facility and information technology systems to ensure the organization operates effectively and efficiently. This individual plays a significant role in managing outside vendors for information technology and property maintenance including: computer troubleshooting, software updates, IT vendor support, and general repairs, capital improvements, and ongoing maintenance of physical spaces.

Key Responsibilities:

- Work with the Senior Director of Finance and Operations to proactively ensure efficient daily operations of Hope Builders' properties; Coordinate necessary resources and troubleshoot property issues as they arise; Make recommendations for improvements to processes, vendors, and equipment
- Serve as the key on-site support staff to provide basic IT assistance; Maintain computer labs for student training and testing; Troubleshoot software and hardware issues including: installing, updating, removing, and replacing software
- Effectively manage and engage outside vendors to ensure efficient daily operations at all facilities
- Coordinate IT vendors to maintain all IT software, servers, networks, and equipment; Provide first level support services to users
- Coordinate furniture and office setup needs for both new hires and existing operations; Set-up desktop computers, printers, and phones
- Maintain records and plans for maintenance, equipment and supply inventories
- Research options for purchase and maintenance of resources and make recommendations for purchases
- Train staff and interns on the proper use of computers and property
- Other duties as assigned

Education, Skill & Experience Requirements:

- Excellent interpersonal and communication skills
- High level of customer service
- Well organized, detail-oriented; effectively manage priorities, meet goal objectives; team player
- Driver's license and vehicle, mileage 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

- Experience in property management a plus.
- Knowledge and proficiency with computer software- Microsoft Windows, Office, and internet. Experience working in computer hardware setup and software 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.

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.

HOW TO APPLY

Email your resume and cover letter to hr@tsjhopebuilders.org