



## **Job Description**

| OVERVIEW                |                                                                                                                                                                                                                                                                                                                                                                               |                 |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Job Title               | Operations Assistant                                                                                                                                                                                                                                                                                                                                                          |                 |
| Department              | Operations                                                                                                                                                                                                                                                                                                                                                                    |                 |
| Reporting Relationships | Reports to: Operations Manager                                                                                                                                                                                                                                                                                                                                                | Supervises: N/A |
| Role Purpose            | This is an entry-level facility operation assistant position to support ADAMS staff, members and visitors. The Operations Assistant under general supervision provides general office assistance; prepares correspondence; greets visitors and provides information; organizes and files information; serves as liaison with the Facility service personnel (cleaning staff). |                 |

| KEY ACCOUNTABILITIES & ACTIVITIES |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Accountabilities              | Job Duties and Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Administrative and Communication  | <ul style="list-style-type: none"><li>• Supports and coordinates all facilities operations functions.</li><li>• Documents and conducts routine walk through checklist for entire building, interior and exterior.</li><li>• Responds to all incoming phone calls and inquires in timely manners.</li><li>• Responsible for monitoring the cleaning staff.</li><li>• Ensures that all event setups are completed in a timely manner.</li><li>• Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending procedure improvements.</li><li>• Keeps office equipment operating by following operating instructions; troubleshooting breakdowns; maintaining office supplies; performing preventive maintenance; calling for repairs.</li><li>• Distribute all incoming and outgoing mail accurately.</li><li>• Accomplishes operations and organization mission by completing related results as needed.</li><li>• Completes other tasks as assigned by the Operations Manager/Executive Director</li><li>• Other duties may be assigned as needed</li></ul> |



## **Job Description**

|                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Skills, Abilities and Personal Characteristics | <ul style="list-style-type: none"><li>• Knowledge of a variety of office procedures and equipment usage</li><li>• Written and verbal communication skills</li><li>• Interpersonal/human relations skills</li><li>• Ability to oversee activities and schedule reservations, if assigned</li><li>• Ability to type and operate personal computer with various software programs</li><li>• Ability to perform basic numerical calculations</li><li>• Ability to maintain records and filing systems</li><li>• Ability to maintain confidentiality</li><li>• Willingness to greet visitors in a courteous manner</li></ul> |

### **QUALIFICATIONS/REQUIREMENTS**

|                                                   |                                                                                                                                                                                                                  |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Necessary knowledge, skills and experience</b> | <ul style="list-style-type: none"><li>• Must have excellent interpersonal skills and the ability to work well with diverse individuals.</li><li>• Takes initiative.</li><li>• Basic computer knowledge</li></ul> |
| <b>Education and certification requirements</b>   | <ul style="list-style-type: none"><li>• High School Degree</li></ul>                                                                                                                                             |

### **WORKING CONDITIONS**

|                            |                                               |
|----------------------------|-----------------------------------------------|
| <b>Working Environment</b> | Office environment.                           |
| <b>Work Timings</b>        | Part time position up to 15-20 hours per week |
| <b>Dress Code</b>          | Casual business attire                        |