



Operations and Project Support Associate

Job Title: Operations and Project Support Associate

Department: Operations

Reports To: COO

FLSA Status: Non-Exempt

SUMMARY: The Operations and Project Support Associate (OPSA) will undertake a variety of administrative, operational, and project support duties. The OPSA works in collaboration with the Department Heads and COO and will be expected to ensure the efficient running of projects and operations by providing general support to all members of departments and teams.

DUTIES AND RESPONSIBILITIES include but are not limited to:

- Manage reporting of operations systems and processes.
- Supporting project execution activities
- Create and run reports, update operational reports as needed, work on various projects or customer-facing programs.
- Process documentation and improvement.
- Analyses data, investigates issues, and drafts solutions.
- Identifies and resolves issues affecting the delivery of quality services to internal and external customers and clients.
- Functions as a professional resource person to personnel and assists by responding to the needs of management and team members.
- Manage and handle inquires for new and existing partners, clients, team members.
- Driving issue resolution with internal teams.
- Managing systems to meet corporate compliance policies.
- Assist in ad-hoc department projects.
- Other duties as assigned.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

- Recommend BS/BA in Business Administration or in a similar field and two (2) years of qualifying Operations experience or an acceptable equivalent combination of education and experience.

To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the experience, knowledge, skill, and/or ability required.

- Proficient with Microsoft Office Suite (Excel, PowerPoint, Outlook, and Word).



- Excellent interpersonal and communication skills.
- Detailed-oriented and organized.
- Confidentiality and integrity focused.
- Ability to analyze processes and data.
- Excellent problem-solving skills.
- Has a strong desire to succeed in the face of adversity and demonstrates the willingness to push through challenges associated with changes.

COMPUTER SKILLS – Demonstrate the ability to use a computer and applicable computer software effectively. Intermediate knowledge of Excel & Word, PowerPoint, Adobe, and Outlook.

LANGUAGE SKILLS and MATHEMATICAL SKILLS - Demonstrate the ability to read, comprehend, and respond appropriately through written or verbal form; demonstrate tactfulness when communicating including internal communication with staff members of all levels; ability to communicate with a variety of audiences effectively. Ability to add, subtract, multiply, and divide in all measure units, using whole numbers, common fractions, and decimals.

REASONING – Demonstrate the ability to effectively apply common sense and follow through to daily tasks; demonstrate the ability to work with little or no supervision; demonstrate excellent analytical skills; demonstrate the ability to efficiently conduct research and ask appropriate probing questions to complete necessary tasks.

PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials weighing up to 10 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone.

SENSORY DEMANDS - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

MENTAL DEMANDS - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.

REGULAR WORK SCHEDULE – Schedule varies depending on business needs; however, company normal business hours are 8:00am to 5:00pm, Monday – Friday.