

Title: Operations Specialist

FLSA Status: Non-Exempt

Reports to: Chief Operating Officer

Position Summary:

The Operations Specialist is responsible for working closely with all departments, primarily focusing on administrative tasks with the goal of improving day to day organization. Communication, and efficiency.

Reasonable Accommodation Statement

To perform this job successfully, an individual must be able to perform each essential duty listed below satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement:

- Create and maintain lists of tasks daily that assist employees with successfully tracking and doing the duties and responsibilities of their positions.
- Create and maintain spreadsheets and other reports daily that assist employees with successfully tracking and doing the duties and responsibilities of their positions.
- Analyze and edit data elements as needed.
- Provide IT and technical assistance daily via email, phone, video, and in-person communication.
- Train staff in policies, procedures, software, and job functions as needed.
- Organize and prepare reports as needed.
- Organize, manage, track, and complete multiple detailed tasks and assignments with frequently changing priorities and deadlines.
- Contribute to the ongoing development and improvement of systems, processes, procedures, operations, workflow, and efficiency.
- Ensure that performance and quality of work standards are met.
- Assist coworkers to solve problems connected with productivity.
- Work with vendors to obtain IT support on behalf of other staff and colleagues.
- Clock in and out on software used by company for time tracking.
- Collect and enter data into spreadsheets.
- Make copies and scans of documents.
- Create, handle, and transport company documentation.
- Upload both confidential and non-confidential pictures and documents to company software.
- Handle and file both confidential and non-confidential documents.
- Maintain physical and online records as specified by assigned tasks, supervisor, and/or Company policy.

- Perform weekly checks of the accuracy of data in spreadsheets and software.
- Assist with covering other roles within the office as needed.

Competency Statements:

- Maintain a positive and professional demeanor while representing the Company.
- Receives very general guidance with respect to overall objectives; work is usually quite independent of others; operates within guidelines using independent judgment in achieving assigned objectives.
- Participate in proactive team efforts to achieve company goals.
- Provide leadership to others through example and sharing of knowledge/skill.
- Strong decision-making and problem-solving skills.
- Strong written and oral communication skills.
- Excellent time management skills: ability to be proactive, take initiative, work autonomously, and be highly self-motivated.
- Excellent organization and coordination skills; ability to manage priorities and routine functions effectively and efficiently.
- Willingness to learn, grow and be coachable.
- Active listening skills: understanding that goals are best accomplished by listening to, and filling, customer needs.

Supervisory Responsibility

This role has no supervisory responsibilities.

Work Environment

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

This is a largely sedentary role with the physical abilities below may be required.

Stand	O	Reach above shoulder	O
Walk	O	Climb	N
Sit	C	Crawl	N
Reach Outward	F	Squat/Kneel/Bend	O

Lift/Carry

Push/Pull

10 lbs or less	O	10 lbs or less	O
11-20 lbs	O	11-20 lbs	O
21-50 lbs	N	21-50 lbs	N
50+ lbs	N	50+ lbs	N

- N (Not Applicable) Activity is no applicable to this occupation
- O (Occasionally) Occupation requires this activity up to 33% of the time (0-2.5+ hrs/day)
- F (Frequently) Occupation requires this activity up to 33%-66% of the time (2.5-5.5+ hrs/day)
- C (Constantly) Occupation requires this activity up to 66% of the time (5.5+ hrs/day)

Position Type and Expected Hours of Work

This is a full-time position with varying working hours between Monday through Friday, 8:00 a.m. to 6:00 p.m.

Education and Experience

Education: Highschool Diploma or GED required

Computer Skills: Intermediate skill level in Microsoft Office, Excel, and Word or google suite.

Preferred Education and Experience

Education: Highschool Diploma or GED. Courses in Computer education.

Experience: 2+ years administrative experience

Additional Eligibility Qualifications

Must be able to accomplish any and all duties with little to no assistance.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

AAP/EEO Statement

Braden Group is an Equal Employment Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status or other characteristic protected by law

Signatures:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of this position.

Employee _____ Date _____

Company Representative _____ Date _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employees ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company deems necessary.