

Operations Assistant (OA)

DIVISION/DEPARTMENT: Operations

LOCATION: D2S Office

REPORTS TO: Jill Meador, VP of Operations

TYPE OF POSITION: Full-time Part-time Volunteer

HOURS OF WORK: 30-40 hours/wk

INTRODUCTORY PERIOD: 90 Days

POSITION SUMMARY

The Operations Assistant (OA) is an entry-level position and a key member of Dare 2 Share Ministries (D2S). The OA provides administrative support with a high level of professionalism to various areas of ministry at D2S as needed. Overseeing the general organization of the office and providing superb customer service for various forms of communication channels. The OA reports to the VP of Operations and is responsible for a variety of clerical duties and projects, which support the ongoing mission: *Energize the Church, to Mobilize youth to Gospelize their world!*

In addition to being a friendly, welcoming person, the OA must be adaptable, dependable, hard working, demonstrate the ability to prioritize competing requests, display a positive attitude and model the ministry's core values.

SCHEDULE

Although there will be opportunities for the OA to participate in off-site activities, this position offers limited schedule flexibility. It is necessary that the OA be present in the office during the majority of business hours (excluding predetermined paid holidays, furloughs and occasional exceptions).

TYPICAL DUTIES AND RESPONSIBILITIES:

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be exhaustive.

- Ensure the front door, lobby area, phone and chat systems are monitored during business hours. Although the OA is not expected to accomplish this independently, they will be expected to ensure plans for coverage, including implementation of closing procedures.
- Variety of secretarial and administrative responsibilities such as printing, scanning, typing, filing, data entry, expense reports, etc.
- Receive and screen external communications including phone calls, chat, mail, and email; independently research and respond to correspondence and/or prioritize, liaison and distribute as appropriate.
- Systematize routine administrative tasks, such as guest reception, meeting arrangements, office organizational procedures, executed contract archival, and document related processes.
- Assist in the administration of Chapel services (preparing handouts and Chapel area, ensuring communication is cascaded to absent staff members, and similar tasks).
- Proactively maintain multiple internal communication channels: Information email and calendar, office displays, physical and electronic filing systems.
- Prepare rooms and logistical arrangements for meetings.

- Oversee common areas assuring they are presentable and maintained, especially the kitchen, conference rooms, Chapel area, Executive Suites, and lobby.
- Ensure office supplies and giveaway inventories are maintained.
- Coordinate and track all office maintenance and supply needs with landlord, EAD, and Press Op.
- Customer service support for partnering ministries and event attendees (including tracking paperwork and answering questions).
- Assist with staff assimilation and some HR related duties.
- Research logistical needs for guests and events.
- Assist with fulfilling product orders as needed.

COMPETENCIES REQUIRED

- Organizational skills, including ability to work independently, determine appropriate priorities, and complete projects accurately, efficiently, despite competing deadlines.
- Ability to take direction and be teachable in order to accurately execute assignments.
- General administrative skills including typing, operating office equipment, understanding of physical and electronic filing systems.
- Proficient Microsoft Office Skills (especially Windows usage, Email, Word, Excel, and Power Point.)
- Demonstrated interpersonal and communication skills to maintain a strict level of professionalism when interacting with a variety of people, including ministry partners, coworkers, board members, vendors, partners, guests and the general public.
- Versatility, flexibility, and a commitment to positively work through changing priorities.
- Commitment to model D2S Core Values, and attempt to reach high standards in effort to be excellent stewards.

The applicant chosen for this position must have no reservations about the Dare 2 Share Ministries (D2S) “Statement of Faith” and must fully support the expressed mission of D2S.

KEY PERFORMANCE INDICATORS FOR THIS POSITION:

- Independently oversee general office needs and demonstrate ability to prioritize.
- Respond to correspondence in a professional and prompt manner.
- Consistently perform at a high level of administrative excellence by proactively providing excellent internal and external customer service.
- Provide administrative capacity for other team members.