



JOB DESCRIPTION

JOB TITLE: Operations Support Specialist

Job: Code: OSS-0423

STATUS: Full-Time Non-Exempt

Imprints Cares is an early childhood education nonprofit, our mission is To Nurture Children for Lifelong Success. The Operations Support Specialist serves as an ambassador of Imprints Cares and will play a key role in providing comprehensive high-level administrative support to business operations leadership including finance, operations, and development.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Support finance office processes (i.e.: invoicing, purchasing supplies, etc.).
- Assist with internal staff support development and human resources (HR) continuous quality improvement.
- Act as a liaison between the organization and external providers/vendors, ensuring work orders are completed – meeting scope, time, and cost constraints.
- Assist with meetings/events - coordinate logistics, materials, audio-visual and/or other set-up requirements.
- Work closely with the development department to support community events.
- Promotes a culturally inclusive work environment.
- Flexible and open to working on a variety of assignments.
- Process donor acknowledgement letters and assist with direct mail solicitations.
- Support data entry and cleanup in donor database communications platform.
- Liaise volunteers and interns towards completion of the onboarding process.
- Perform IT incident triage. Troubleshoot and forward difficult issues to tech support.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- 3+ years of experience providing support to senior leadership
- Bachelor's Degree preferred
- Experience with a thorough knowledge of office management.
- Excellent interpersonal and communication skills (both verbal and written)
- Passion for the non-profit sector and a commitment to the Imprints Cares mission
- Highly organized and detail oriented with a strong work ethic
- Demonstrated ability to prioritize workload and meet deadlines

The above list of duties is intended to describe the general nature and level of work performed by people assigned to this classification. It is not to be construed as an exhaustive list of duties performed by the people so classified, nor is it intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision.

- Easily adapts to changes/challenges in a rapid growing organization
- Works well in a team but also individually
- Open to learn new systems, software, and platforms
- Ability to maintain confidentiality and security of sensitive information
- Proficient in Microsoft Office (Word, PowerPoint, Excel)
- Experience with document management in OneDrive/SharePoint preferred

REPORTING RELATIONSHIP:

The Operations Support Specialist will report directly to the Director of Operations with a secondary reporting responsibility to the Executive Director.

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