JOB POSTING

POSTING DATE: 02/05/2020

POSITION: Administrative Operations Associate

CLOSING DATE: OPEN UNTIL FILLED

STATUS: Full Time/Exempt

REQUIRED EXPERIENCE: 2-3 Years (preferably in non-profit)

REQUIRED EDUCATION: Bachelor’s degree in Business Administration or related field.

JOB DESCRIPTION

SUMMARY:
The primary responsibility of this position is to provide support to all departments in regard to software and hardware applications as well as business operations and administration. This position will be under the supervision of the Director of Operations.

RESPONSIBILITIES:

• Assess existing systems, procedures, and software to insure efficient and effective use as requested and under the direction of the Director of Operations.

• Able to articulate recommendations for improvements to systems; as well as assist with and monitor implementation when requested. Such systems include: Accounting Technology Solutions, Printer/IT/Phone, Document Management, Donor/Animal Database, Volunteer Tracking Software, Online Giving, etc.

• Responsible to assist in training and developing trainings for staff to utilize information systems, as well as the POS system, within their department and in relation to their job description.

• Provide organizational, technical, and fiscal research and analysis. Communicate results with use of narrative, graphical, and statistical reports and dashboards.

• Assist with and act as point of contact for document retention. Including contracts, SOPs, and other necessary documents.

• Assist with monitoring and maintaining inventory for the shelter.

• Act as point of contact for coordinating IT support. Will include: Maintaining the network, phone system, computer updates and procurement of equipment and software.

• In collaboration with HR, acts as coordinator of relevant log-in credentials throughout the organization.

• Maintain and audit assets; to include: Computers, phones, and other relevant equipment.

• Assist in maintaining and monitoring of vendor contracts; to include, coordinating the development of new contracts or update existing contracts.

• Assist with any special projects as requested and as approved by Director of Operations.

• Represent the SAHS in a professional and courteous manner at all times.

• Provide quality service to customers, volunteers, staff, and recognize their individual contributions to the success of our organization.

• Perform other duties as assigned.

• Must support and demonstrate the agency’s core values-Customer Service, Adaptability, Respect, Responsibility and Integrity.
KNOWLEDGE, SKILLS and ABILITIES:

• Able to work transparently with external partners; such as, third-party vendors and consultants.
• Ability to gather data, compile information, and prepare and maintain reports.
• Ability to use independent judgment and maintain a high level of confidentiality
• Ability to analyze and solve problems.
• Ability to plan, develop, and coordinate multiple projects.
• Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
• Skill in organizing resources and establishing priorities.
• Ability to lead and train staff.
• Excellent attention to detail.
• Demonstrated ability to plan, organize and work with minimal supervision.
• Strong interpersonal skills and flexibility in dealing with people and projects.
• Skills in the use of database management, word processing, spreadsheet, and/or presentation software.
• Analytical and Innovative thinker.
• Ability to foster a cooperative work environment.
• Effective verbal and written communication skills.

ADDITIONAL SKILLS:

• Able to work prolonged hours at desk or in an office setting.
• Prolonged periods of sitting and repetitive motion.
• May work in area with high noise level.
• Potentially subject to animal bites and scratches.
• Exposure to cleaning chemicals, fumes, dust, animal dander, and feces.
• Ability to carry and lift up to 25 lbs.
• Valid driver’s license and active automotive insurance.
• Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others.
• Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer’s safety policies and rules. Must be willing to report safety violations or potential safety violations to appropriate supervisory or management personnel.

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