

Job Title:	Operations Associate - General
Department:	Operations
Reports To:	Lead Operations Associate
FLSA Status:	Non-Exempted
Grade:	2
Parking Allowance:	Yes
Cellphone Eligible:	No

The Alliance for Strong Families and Communities is a strategic action network of thousands of committed social sector leaders driving to achieve a healthy and equitable society. We aggregate the very best sector knowledge and serve as an incubator for learning and innovation to generate new solutions to the toughest problems. We accelerate change through dynamic leadership development and collective actions to ensure policies and systems provide equal access and opportunity for health and well-being, educational success, economic opportunity, and safety and security. The Alliance includes its social enterprise FEI Behavioral Health.

### Summary

Provide organizational, operational, and administrative support for the Operations Department. Coordinate the daily workflow in managing projects, workflow, and administrative work supporting operations and cross departmental initiatives.

**Essential Duties and Responsibilities** including the following. Other duties may be assigned.

- Data entry into Customer Relationship Management (CRM) software
- Maintain organizational SharePoint (Alliance's intranet) sites
- Support the department in communication efforts to members, and prospective members through email, telephone and organizational communication tools
- Works with Lead Operations Associate or COO to format and prepare PowerPoint and other presentation materials.
- Works with Lead Operations Associate or COO to arrange team meetings, including scheduling, agenda development, and logistics
- Provide administrative support to the Operations department, including preparing labels and mailing, ordering supplies for the department, editing presentations, filing, answering phones, etc.
- Provide administrative support to back office utility clients
- Write meeting minutes for Alliance governance meetings or back office utility client meetings
- Other responsibilities or special projects as requested.

### Education and Experience

High School diploma required.



## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Two years in administrative or project management role.
- Proficient in a variety of computer skills and several software applications, including Word, PowerPoint, Microsoft Outlook, Excel, and SharePoint required; previous database experience desired.
- Have advanced communication (written and verbal) and interpersonal skills.
- Ability to be very detail oriented while demonstrating adaptability and ingenuity.
- Ability to work independently as well as part of a team.
- Excellent organizational and logistical skills.
- Excellent time management skills, with the ability to prioritize tasks and meet deadlines.
- Ability to take initiative, think logically and demonstrate problem solving skills.
- Ability to manage multiple projects in a fast-paced, deadline driven team environment.
- Project management skills including research, planning and execution of special projects.

## Competencies

Alliance employees are expected to demonstrate the following competencies when performing their duties.

- **Drive for Results:** Focuses on executing consistent high-quality results; sets high standards for self; sets up feedback loops and monitors work flow to celebrate success, identifies problems early and develops solutions; focuses on the priorities; explores work challenges from all sides; works to continually improve operations and processes.
- **Personal Accountability:** Holds self-accountable for achieving goals and commitments; takes responsibility for own actions and for mistakes; willing to be a champion for new ideas; takes appropriate risks to meet goals and to address challenges and opportunities; open to feedback, suggestions, new ideas and facts; actively listens to and understands others; takes responsibility for understanding the goals of and supporting other departments.
- **Resilience:** Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.
- **Customer Focus:** Understands we are advocates for our customers and treats our network, colleagues, peers, funders, clients and partners as customers; continuously creating new initiatives to improve the overall customer experience and satisfaction; sees issues/customer concerns from customer's point of view; builds positive, respectful, and trusting relationships with both internal and external customers; keeps customer success as a high priority.



- **Collaboration:** Seeks and enlists active participation of all internal and external customers in handling opportunities and challenges; builds strong working relationships with all stakeholders; addresses conflict immediately in an open, productive, trusting style; provides ongoing open flow of relevant information to team members and other stakeholders and strives for a balance of working independently and creating opportunity for input and feedback; seeks out and welcomes differences; embraces diversity.
- **Learning Agility:** Learns quickly from all types of situations and is able to adapt behavior to new situations to improve performance; spends time learning new skills and knowledge; takes risks in applying new ideas/thinking/approaches to opportunities and existing challenges; keeps updated on organizational and industry information/changes; studies and understands organization wide and industry trends and new research; collaborates with manager to create continuous development opportunities; analyzes successes and failures for areas of self-improvement; experiments with creative approaches to new opportunities and managing challenges.

### 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### Travel Expectations

Travel is expected; approximately 2 days a year.

Approved By: Human Resources Specialist

Approved Date: July 31, 2018

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