### 

### HOMEFRONT

PARTNERS FOR A BETTER BILLINGS

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| **Department** | **Job Description** |
| **Job Title:** Operations Specialist | **FLSA Status:** Non-exempt |
| **Reports To (Title):** Chief Operating Officer | **Position Status:** Full-time |
| **Prepared By:** Chief Operating Officer | **Schedule:** 8:00am – 5:00 pm (M-F) |
| **Rate:** $17.31 - $23.54 | **Revision Date:** July 2022 |

***Job Summary:***

Under the direction of the Chief Operating Officer, the Operations Specialist provides specialized administrative services for the agency, to promote effective operations.

***Essential Duties and Responsibilities and Expectations:***

1. Administrative Support
2. Front Desk Operations
3. Ensure Organizational Excellence and Core Values are being practiced. Core Values: Respect, Diversity, Integrity, Public Trust, Empathy and Professionalism

***Administrative Support Duties:***

60% of time

* Work closely with the Chief Operating Officer to maintain office supply ordering and inventory.
* Manage incoming e-mail, faxes, and calls.
* Assist with orientation of new employees.
* Responsible for the distribution of incoming and outgoing mail.
* Create, update, and distribute the Maintenance staff on-call calendar.
* Process vendor invoices to ensure receipt of items ordered.
* Works closely with the Maintenance Director to manage the digital life cycle of maintenance work orders, using agency Tenmast software.
* Perform clerical and bookkeeping duties for the Maintenance department.
* Compile work order data according the agency standards.
* Perform miscellaneous job-related duties as assigned

***Front Desk Operations Duties:***

40% of time

* Oversee front desk operations.
* Update front desk operating procedures and office administration manual.
* Responsible for front office support services program.
* Supervises 2-3 part-time Housing Resource Specialists.
* Ensure timely and accurate administration of the hearings process.
* Update client forms and documents provided in the lobby as needed.

***Minimum Qualifications (Experience/Education):***

* Valid Montana Driver’s License or ability to obtain within 60 days of starting employment.
* Bondable
* High School Diploma or equivalent
* Experience working in an administrative office position desired.
* Customer service experience.
* Experience with multi-line telephone systems.
* Microsoft office suite proficiency.

## *Competencies or Knowledge, Skills and Abilities:*

* Relate to and effectively work with low-income, elderly, and/or disabled persons in a professional and respectful manner.
* Provide good customer service and maximize customer satisfaction in the delivery of service.
* Work independently in a non-structured setting with minimal supervision.
* Manger time and tasks efficiently with limited supervision
* Work professionally with co-workers, residents, vendors, and the general public.
* Speak and understand English in spoken and written form.
* Develop letters, memoranda, reports, schedules using grammatically correct English.
* Strong attention to detail.
* Ability to multi-task effectively.
* Conflict resolution.

## *Physical Demands & Working Conditions:*

|  |  |  |
| --- | --- | --- |
| Constant (67%-100%) | Frequent (34%-66%) | Occasional (1%-33%) |
| Manual dexterity (Right, Left, Both)  Sitting  Talking  Listening  Close & distant vision  Depth perception  Ability to adjust focus  Moderate noise | Walking  Standing  Reaching | Stoop, kneel, crouch, or crawl  Lift up to 10 pounds |

HomeFrontis an Equal Opportunity Employer. HomeFront does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in those positions(s).*

*I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that HomeFront reserves the right to revise or change this job description as the need arises.*

*I have reviewed this job description and received a copy.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_