



**BUILDING a PATHWAY
to PROSPERITY**

POSITION TITLE: Operations Assistant

REPORTS TO: Executive Assistant

POSITION SUMMARY: The Operations Assistant plays an important role in supporting the administrative, facilities, and IT needs of various teams within Hope Builders. The Operations Assistant demonstrates excellent attention to detail and time management skills, effective and timely communication, and strong customer service and professionalism.

KEY RESPONSIBILITIES OF THE POSITION INCLUDE:

- Serve as the primary receptionist for the Anaheim office. Greet visitors, answer the phone, provide information, and take messages for all who visit or call. Properly route callers to both Hope Builders and Hope Builders Career Connections (HBCC) staff as appropriate.
- Provide Operations support upon request for needs across the organization, collaborating closely with Outreach & Admissions and Programs.
- Oversee incoming and outgoing mail across all three facilities; Take out-going mail to the post office and other locations and distribute incoming mail to appropriate staff as scheduled
- Assist with the maintenance of public areas throughout all HB facilities including the lobby, kitchen, and conference room areas.
- Maintain inventory record of office supplies across all three facilities, monitor office supply ordering, redistribute supplies across facilities as needed or requested.
- Assist Executive Assistant with operational duties, including but not limited to, providing support for facility projects and tasks.
- Performs other duties as assigned, including but not limited to assisting with, providing other departments with various Operations support and back-up front desk coverage for other HB locations when needed.

POSITION DELIVERABLES:

- 95% on-time project completion
- 24 hours response time (excluding weekends) on all support requests
- Supply inventory update within last 30 days

POSITION QUALIFICATIONS:

- High school diploma or GED required
- Valid CA driver's license and clean DMV record
- Minimum one (1-2) year of full-time experience in a similar position
- Must have excellent computer skills (Microsoft Office Suite – Word, Excel, Outlook, Teams)
- Highly self-motivated with excellent time management and people skills
- Good organizational skills and the ability to manage multiple projects simultaneously
- Fully insured vehicle for use during work hours (mileage reimbursed)

ADDITIONAL REQUIREMENTS:

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 25 pounds. Ability to go up and down stairs throughout the day.

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

WORK SCHEDULE: Monday – Thursday 8:00am-4:30pm / Friday 7:30am-4:00pm (Work location Anaheim)

COMPENSATION: Comprehensive compensation plan provided including:

- Wage range between \$20-22 per hour, depending on experience
- Robust medical, dental, and vision benefits are offered
- 401(k) retirement plan with employer match
- Generous vacation time accrual

STATEMENT ABOUT POSITION:

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities. This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.

I acknowledge that I have received, reviewed, and fully understand the job description and am able to perform the essential functions as outlined. I do not have any unreported injuries at this time of signing. I verify that I have been provided with an opportunity to ask questions about any of its provisions. I also understand that this job description does not constitute a contract of employment and specifically understand and agree that the employment relationship between Hope Builders and me is at-will and can be terminated by Hope Builders or me at any time, with or without cause or notice. The at-will employment relationship may not be modified except by a specific written agreement signed by me and the Executive Director. Nothing in this job description is intended to modify Hope Builders' policy of at-will employment. Furthermore, Hope Builders has the right to modify or alter my position, if deemed appropriate at any time.

Employee Name

Employee Signature

Date