



## JOB DESCRIPTION

<b>Job Title</b>	Operations Administrator	<b>Department</b>	Operations
<b>Reports To</b>	Chief Operating Officer (COO)	<b>Location</b>	Danville HQ
<b>Pay Class</b>	Hourly / Non-Exempt	<b>Safety Sensitive Designation</b>	Non-DOT
<b>Version</b>	Original	<b>Effective Date</b>	12/1/21
<b>JOB OBJECTIVE</b>	<p>The Operations Administrator will provide support to the COO by coordinating and overseeing the day-to-day office operations. Provide support to the Accounting/Administrative Team. Serve as a customer liaison. Collect, analyze and create reports as needed</p> <p>Collect and distribute information to satellite offices as needed. Produce reports of service data and participants experiences. Assist COO with special projects as assigned</p>		
<b>ESSENTIAL FUNCTIONS</b>	<ol style="list-style-type: none"> <li>1. Provide coverage for reception and perform front-desk tasks</li> <li>2. Facilitate day to day office operation</li> <li>3. Manage/monitor COO's calendar Coordinate duplication and distribution processes</li> <li>4. Compose, prepare and review incoming/outgoing correspondence</li> <li>5. Coordinate events and meetings. Prepare minutes and materials</li> <li>6. Prepare reports or memorandums as requested</li> <li>7. Coordinate and facilitate contracts and grants as requested</li> <li>8. Collect and report service data as requested</li> <li>9. Compile and format monthly and annual data for executive review</li> <li>10. Conduct research and interpret data</li> <li>11. Compile program evaluation data and submit to state and federal offices as needed</li> <li>12. Provide support to the Administrative Team</li> <li>13. Oversee secured areas in the administrative area</li> <li>14. Respond to inquiries regarding staff, agency, programs or services</li> <li>15. Maintain administrative filing systems</li> <li>16. Ensure proper operation/maintenance of main office equipment</li> <li>17. Pick up checks from satellite office locations and assist HR/Accounting with mailing tasks</li> <li>18. Prepare/process purchase authorizations as requested</li> <li>19. Maintain backup records</li> <li>20. Monitor and maintain office supplies</li> <li>21. Coordinate maintenance projects and maintain a tracking sheet as directed</li> </ol>		

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.*



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<b>SUPERVISED POSITIONS</b>	None
<b>KNOWLEDGE, SKILLS, &amp; ABILITIES (KSA)</b>	<ul style="list-style-type: none"><li>• Strong organizational skills</li><li>• Attention to detail</li><li>• Strong emotional intelligence</li><li>• Team player</li><li>• Self-motivated with the ability to work independently</li><li>• Proven ability to handle confidential information</li><li>• Demonstrate the highest level of customer service</li><li>• Excellent presentation and communication skills, written and verbal</li><li>• Ability to achieve high performance goals</li><li>• Meet deadlines in a fast-paced environment</li><li>• Advanced knowledge of Outlook, Word, Excel, Power Point and other software programs</li><li>• Problem solving</li><li>• Conflict resolution.</li><li>• Working knowledge of rehabilitation services and programs</li><li>• Ability to handle front desk and reception responsibilities</li><li>• Basic understanding of bookkeeping and accounting principles.</li></ul>
<b>EDUCATION &amp; EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Bachelor's degree in related field and/or extensive experience as Administrative Assistant</li><li>• Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail</li><li>• Strong emotional intelligence and work to solve problems</li><li>• Highly versatile and resourceful team player, with ability to also be self-motivated and work independently</li><li>• Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer service and response</li><li>• Excellent presentation and communication skills, both written and verbal.</li><li>• Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment</li><li>• Advanced knowledge of Microsoft 365, MS Office Suite, Virtual Meeting Platforms and other software</li><li>• Demonstrated abilities in problem solving and conflict resolution</li><li>• Good working knowledge of rehabilitation services and programs</li><li>• Ability to handle front desk and reception responsibilities with a basic understanding of bookkeeping and accounting principles</li><li>• Valid drivers license and auto insurance</li></ul>



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<b>PHYSICAL DEMANDS</b>	The employee is frequently required to stand, walk, and sit. The employee is required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must be able to lift and/or move up to 35 pounds.
<b>WORK ENVIRONMENT</b>	<ul style="list-style-type: none"><li>• 90% Office</li><li>• 10% Community</li></ul>
<b>WORK STATUS, SCHEDULE, TRAVEL</b>	<ul style="list-style-type: none"><li>• Full Time</li><li>• Monday-Friday (<i>some weekend work may be required</i>), 40+ hours per week</li><li>• Travel – Normal travel to Sycamore facilities and to accomplish required job duties.</li></ul>
<b>Sycamore Services Team</b>	<ul style="list-style-type: none"><li>• Promote and uphold the agency mission statement.</li><li>• Promote sense of team through mutual respect and assisting co-workers as needed.</li><li>• Maintain confidentiality of consumer information and records.</li><li>• Perform other duties as assigned.</li></ul>

Patrick Cockrum  
CEO, Sycamore Services

12/14/2021  
Date