



Title: Operations & Spanish Satellite Assistant
Status: Full Time
Hours: Mon.-Fri., 8:45am-4:45pm
Reviewed by: Director of Operations

Job Description and Specific Duties:

Operations & Spanish Satellite Assistant responsibilities include, but are not limited to:

Reception

- Open office daily, manage the front desk/reception area, greeting and directing all guests
- Maintain organization and cleanliness of lobby, volunteer room, and other shared spaces
- Set up rooms for daytime house tours, group meetings and pre-group appointments

General Administrative Support

- Update the agency's master calendar with: payroll dates, Board meetings, closure and events
- Anticipate Board meeting dates to prep materials, room reservations, meals, etc.
- Coordinate monthly Staff Lunches
- Assist with all aspects of the appointment scheduling process
- Attend weekly 1:1 with direct supervisor and weekly team huddle meetings

Program and Development Administrative Support

- Attend and assist with agency Run for Hope, Volunteer Luncheon, Camp Erin, House of Hope Gala and additional events as requested
- Point person for phone system including recordings for closures and changes to operating hours
- Coordinate repair needs with building owner and manager and handyman
- Purchase office supplies and present receipts to CEO on a monthly basis with explanation.
- Assist with the physical preparation of quarterly volunteer trainings in WLA
- Assist Directors and Coordinators with needs and projects

Spanish Satellite Program

- Assist with creation and translation of materials as needed across the agency
- Electronically organize Spanish translations and maintain their integrity across all platforms
- Assist staff with Spanish speaking calls and transfers to the appropriate staff as needed
- Assist coordinator with scheduling, appointment reminders, and administrative work as needed

Marketing Manager Support

- Maintain inventory of all collateral and notify MM when orders need to be placed and coordinating printing when approved
- Assist with updates to any inhouse books or collateral prior to printing
- Keep Collateral Materials up to date with information on: printers, prices, materials and dates of completion.