



Operations Administrative Assistant Job Description

Summary: The Operations Administrator provides technical, administrative, and clerical support to the Director of Operations and the Operations and Systems Manager.

Reports to: Director of Operations

Job Qualifications:

- High School diploma and 4 years related experience
- Strong interpersonal and written communication skills
- Excellent computer skills and proficient in MS Office (Word, Excel, Outlook, PowerPoint, and Publisher)
- Self-starter who is results oriented
- Ability to work well with others in a dynamic team environment
- Professional, dependable, and timely
- Positive Attitude

Competencies:

Compassion; Demonstrate strong administrative and clerical skills including office protocol; Effective verbal, written, interpersonal and telephone communication skills; Personable and professional demeanor; Demonstrate high clerical accuracy and attention to detail; Self-starter; Team effectiveness; Administrative/ organizational excellence; Action-oriented; Results-driven; Problem-solving and decision-making; Flexible; Sound judgment; Ability to manage conflict; Ability to prioritize and juggle multiple projects effectively; Computer proficiency.

Position Requirements:

1. General support to the Director of Operations:
 - a. Make arrangements for various meetings, including evening Operations monthly meetings and Guest Services Committee quarterly meetings, by coordinating scheduling, issuing meeting notices, handling reminders, assembling meeting packets, arranging food and refreshments, recording meeting minutes and arranging all other meeting logistics.
 - b. Prepare monthly statistical dashboard, including pulling all data as required, updating dashboard etc.
 - c. Help research best practices from other Ronald McDonald Houses, programs and nonprofits especially as it relates to family centered care.
 - d. Prepare and maintain reports (Exceed and Hotel Service Pro (HSP)), forms, spreadsheets, manuals and other materials as directed.
 - e. Continually update in-room binders, flip charts, in room and other relevant guest family areas as needed.

- f. Assess volunteer cleaning carts and cleaning closets to assure correct product usage. Keep updated and print volunteer cleaning checklist.
 - g. Update our House wish list top five monthly items and entire wish list as necessary.
 - h. Prepare Family Advisory Council surveys and compile results.
 - i. Generate, maintain and distribute weekly report during school period for teachers listing school age children currently in the House.
 - j. Assist with projects and tasks as needed including making copies, sending faxes, printing labels and responding to basic information inquiries.
 - k. Compile monthly statistics for Free Store Foodbank.
 - l. Assist Chef with annual budget spreadsheet, making signs etc.
2. Assist Guest Services staff in processing guest registrations and background checks.
 3. As part of risk management process, collect and track incident reports and assist in cases of insurance claims along with the Operations and Systems Manager.
 4. Communicate with Operations and Systems Manager to maintain accurate key fob spreadsheet.
 5. Assist Director of Operations to ensure that RMHC meets regulatory requirements including but not limited to Occupational Safety and Health Act (OSHA), Americans with Disability Act (ADA) etc.
 6. Enter guest surveys each month; generate monthly report for the Director of Operations. Compose a semi-annual and annual report of the survey results that explains the results for each section and analyzed different trends.
 7. Assist in documenting, testing, process mapping, and implementation of solutions that enhance the business, internal user and external guest family experience. Help analyze operations department and document its business, processes, or systems, assessing the business model or its integration with technology, including but not limited to assisting in going paperless.
 8. Act as back-up to front desk when volunteers are not available due to call offs or meal times.
 9. Inventory, fill, and maintain merchandise shop and assist Operations and Systems Manager with orders.
 10. Manage the system for families to check in and out strollers, breast pumps, car seats etc. Check for any recalls, need for replacements, etc.

11. Checkout and maintain technology items (Nooks, Tablets, iPad, and Laptops) for guest families & help index/organize and manage the game systems and games.
12. Communicate relevant information and needs with the Guest Services Manager on duty or the Director of Operations (e.g. supplies needed, broken fixtures, safety concerns etc.).
13. Maintain accurate key fob spreadsheet, create and delete key fobs for Guest Services staff, volunteers, and interns as needed.
14. Maintain and update One Call now Volunteer, staff, board, and guest family room contacts.
15. Maintain, update, and distribute staff contact email lists.
16. Coordinate Toy Closet program; maintain monthly lists, coupons and ensure closet is stocked.
17. Maintain Kentucky background check spreadsheet and key numbers, access social security numbers for Operations staff.
18. Create and distribute monthly CBDI report to Cincinnati Children's.
19. Manage Christmas gift bag program for in-house parents. Maintain inventory, purchase, and facilitate in-kind donations of appropriate number of items.
20. Assist with Ronald McDonald House special events as needed.
21. Contribute to RMH team efforts by maintaining positive, supportive and flexible working relationships with fellow staff and volunteers in our mutual pursuit of providing comfort and care to families of seriously ill or injured children being served by our facility.
22. Perform other duties incidental to the work outlined in this position description and as directed by Director of Operations and/or Operations and Systems Manager.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee may occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature

Date

Director of Operations

Date