

Business Operations Specialist Position Description

Working closely with our Management Team to transform our organization operations to align with its goals for customer experience; dazzling newcomers and cultivating the village of current families.

This might be the role for you if:

- You like to occasionally get your hands dirty from painting and gardening to implementing new systems and assembling furniture
- You delight in the successes of others
- You LOVE children and can work in a fast-paced and noisy workplace
- You've a go-getter, self-starter
- You are a software rockstar that knows their way around Google G Suite, CRMs, Canva, databases, online forms, lead tracking and project management. You learn systems quickly.
- You are detail oriented, highly organized and value accuracy over speed
- You want a pivotal role in an organization and making a positive impact on children and youth

This is not the role for you if:

- You're looking for short-term, something quick and easy, we're looking for someone to stay with us for the long haul to see the results of the work being implemented
- You don't like being stretched out of your comfort zone
- You are a procrastinator and make excuses for not getting work done

Responsibilities

- Customer Experience :
 - Greet customers each day, providing a memorable and positive experience
 - Build professional relationships with customers, get to know them and their needs and assist the Manager of Business Operations in creating new ways to serve customers
 - Serve as the first point of contact by phone, email, and in person. Promptly respond to inbound phone, email, and messages within 2 business days.
- Operational Support
 - Serve as front desk receptionist, opening and closing of facility
 - Support all aspects of business operations, supply purchasing, sharing ideas and resources for the betterment of the organization
 - Ensuring the facility is clean and safe for staff, customers, vendors and complete necessary tasks (ie vacuum, sweep, tidy bathrooms, replenishing supplies,)
 - Overseeing opening/closing procedures, vendor deliveries
- Other duties as assigned.