

POSITION DESCRIPTION

Operations Assistant

Organizational Unit	Operations
Program/Project	-
Supervisor	Director of Operations
Hours/Week	35 (full-time)
Weeks/Year	52
Appointment Term	n/a
FTE (Calculated)	1.0
FLSA Status	Non-exempt
Date	November 4, 2022

Job Summary

The **Operations Assistant** works closely with the Director of Operations to ensure efficient operation of a broad set of internal structures. The Operations Assistant provides administrative support for some of the organization's essential functions including facility management, human resources, records management, emergency preparedness, and library services. In this position, the incumbent manages sensitive data; creates detailed records; maintains schedules; and engages regularly with other FCI staff, members of the five constituent campuses, and external contacts.

Importance of Diversity to our Educational Mission

Five Colleges, Incorporated and its five associated institutions (Amherst, Hampshire, Mount Holyoke and Smith Colleges and the University of Massachusetts Amherst) are committed to supporting and sustaining a diversity of people, backgrounds, experiences, ideas and points of view for the essential contribution this diversity makes to educational missions of our organizations. In support of this commitment Five Colleges requires all of its employees to work cooperatively and effectively with the diversity of people at the colleges (students, faculty members, other employees) and within the organization itself.

Duties

General administrative support

- Conduct a broad range of administrative tasks including routine phone and email correspondence, records management, and calendar management for the Director of Operations as requested.
- Handle correspondence, manage group membership, and prepare agendas for various committees of the Consortium, which may include HR Directors, Librarians Council, Facilities Directors, and other groups as assigned.

- Provide administrative assistance to business office personnel as requested; tasks may include maintaining records, distributing budget reports, preparing and conducting in-person banking transactions, and preparing outgoing mail.
- Manage content on assigned sections of the FCI website.

Facility management

- Develop, document, and implement safety, security, and maintenance procedures for the facilities that FCI owns or occupies, with significant focus on the Five College Library Annex.
- Develop and maintain facility maintenance schedules.
- Cultivate positive working relationships with facility management contacts such as vendors, contractors, and property managers.
- Respond to critical alerts as needed.

Human resources

- Coordinate all aspects of the employee recruitment, selection, hiring, onboarding, and departure processes; this work includes tasks such as posting open positions, scheduling interviews, communicating with candidates and new hires, developing orientation schedules, and shepherding the employee departure process.
- Assist in coordinating professional development offerings, and supporting the performance management program.
- Help keep personnel policies and protocols up to date.
- Maintain confidential personnel records.
- Support the campuses' spouse/partner hiring activities.
- Draft and distribute employee communications.

Records management

- File agreements, contracts, certificates of insurance, and MOUs; track contractual obligations, including relevant deadlines, renewals, and expiration dates.
- Adhere to FCI records management policies and practices.

Emergency preparedness

- Support FCI's emergency preparedness practices and continuity of operations planning; regularly update the emergency operations plans.

Library services

- Support daily operation of the Five College Library Repository Collection by scanning, retrieving, and reshelving library materials.
- Serve as backup when other Five College Library Repository Collection staff are unavailable; these duties may include completing the Messenger's driving route.

Other duties

- Other related duties as assigned.

Minimum Qualifications

- Exceptional organizational skills that reflect ability to perform and prioritize high volume of tasks seamlessly and with excellent attention to details and deadlines.
- Proactive approaches to problem-solving with strong decision-making capability.
- Excellent written, verbal, and listening skills; ability to communicate clearly and effectively in a professional and timely manner.
- Demonstrated adaptability and flexibility.
- Strong interpersonal skills and ability to build relationships with stakeholders, including internal staff, campus-based colleagues, and external partners.
- Ability to work productively with diverse groups of people with differing perspectives and backgrounds.
- Proven ability to handle confidential information with discretion.
- Resourceful team-player, with the ability to also be effective independently.
- Reliable access to transportation. This position requires the flexibility to work, from time to time, from varying Five Colleges locations.
- Valid driver's license and ability to comply with Five College Driver Credentialing policies.
- Capacity to meet the physical and mental expectations of the position, which include: ability to comprehend written and verbal communication; ability to communicate effectively in person, by telephone, via videoconference, and via email; ability to sit or stand for extended periods; ability to lift and carry trays/boxes up to 40 pounds; ability to bend, walk, climb stairs, and complete driving route; access to and ability to use a cell phone safely.
- Capacity to operate lift equipment at height of up to 24'.
- Working knowledge of Microsoft Office and Google Suite, and a willingness to learn additional technologies and tools as required.
- Ability to pass a post-offer background check.
- Ability to comply with Five Colleges, Incorporated's COVID-19 vaccination policy, or to qualify for an exemption.

Preferred Qualifications

- First-hand experience in higher education environment.
- Experience in facility management or human resources.
- Experience with web content management systems.