

St. Joseph's Neighborhood Center

Position Reports to: Director of Health Technology and Data Analytics

Description of Responsibilities:

The Operations Specialist is responsible for the smooth operation of day-to-day office activities, providing adequate technical and workflow support to staff and volunteers, and ensuring the optimal functioning of the facility.

Responsibilities:

Workflow and Technology

- Knowledge of daily office workflow and software technology
- Oversight of the technical infrastructure of the Center: computer workstations, phones and security system
- Orient new staff and volunteers to computer programs and EHR system; assign log-ins and passwords
- Provide training for staff and volunteers on EHR system, Office 365 apps, and PC systems
- Respond to staff and volunteers questions and concerns regarding software and workflows
- Troubleshoot software issues
- Communicate with outside vendors caring for the technical maintenance of software and workstations
- Work with Managers to review current workflows, and leverage technologies to streamline workflows and develop best practices
- Facilitate system integrations for new initiatives
- Facilities
- Knowledge of building and all systems
- Oversee working relationships and coordinate projects with outside vendors and volunteers caring for the physical maintenance of the facility:
 - o Liaise with service providers, schedule service appointments, review performance, recommend improvements, etc.
 - o Manage relationships and oversee routine activities for cleaning services, snow plowing, yard maintenance, etc.
- Ensure adequate supply of materials required for vendors to complete work (e.g. cleaning products)
- In absence of vendor, provide services to maintain the smooth flow of the office
- Maintain equipment, and facilitate repairs as required
- Maintain safe environment for staff, volunteers, and patients/clients

Miscellaneous

- Communicate regularly with supervisor about all necessary matters
- Coordinate and participate in opening and closing procedures
- Assist in maintaining a secure environment and managing disruptive situations with patients/clients
- Be present at staff meetings
- Attend Center functions including: volunteer events, in-service offerings, and fundraising events

Skills and Abilities

- Commitment to the Mission of the Center

- Ability to work with people of diverse backgrounds, professions, skills, and abilities
- Proficient in troubleshooting issues with Windows and Office software
- Superior interpersonal skills; demonstrated ability to communicate professionally, accurately, effectively, and patiently with culturally diverse groups of individuals
- Ability to work in a collaborative and collegial manner; to multitask and prioritize; to analyze situations and assist in a collaborative way to find solutions

Education and Experience

- Associate's Degree in Healthcare, Human Services, or a related field, and three years' experience in administration, customer service, and/or professional training
- Previous knowledge of office/facilities management, clinical environments, not-for-profit administration, workflow, and/or HIPAA regulations is preferred but not required. Training in our specific EHR system will be provided

Physical requirements

The following are the customary physical efforts required to perform the essential functions of this job with or without accommodation:

- Able to lift, push, pull and carry a minimum weight of approximately 25lbs. The associate must regularly lift and /or move up to 25 pounds and occasionally lift and/or move up to 50 pounds
- Able to stand for long periods of time
- Able to kneel, bend and crawl, squat and crouch
- Able to tolerate exposure to dust, odors, and cleaning chemicals
- Able to operate mechanical equipment – mower and snow blower

To apply: employment@sjncenter.org