

Operations Support Specialist

Job Title: Operations Support Specialist

Salary Type: Non-Exempt

Reports to: Special Projects Director

Effective: January 2022

PRINCIPAL OBJECTIVE:

This full-time position serves as the welcoming face and voice to Pi Beta Phi Headquarters (HQ), fulfilling reception responsibilities. They are responsible for managing incoming phone calls to HQ, the shipping/receiving functions, purchasing supplies, and supporting Pi Beta Phi operations. They support staff leadership in role of Executive Assistant.

CORE RESPONSIBILITIES:

- Manages all first line calls to Pi Beta Phi Headquarters by responding directly or forwarding to the appropriate department if elevation is required. Assists members with login requests, website troubleshooting and basic Fraternity questions.
- Manages various Fraternity email inboxes including the Headquarters, Webmaster, Messages, InfoSys, Recruitment and Supplies. Responds to or forwards messages in a timely manner.
- Responsible for overseeing the mailroom functions. Processes all Fraternity mail ensuring compliance with all postal regulations and supports all aspects of organizational mailings.
- Provides day-to-day administrative support for Executive Director and staff leadership, helping to ensure efficiency.
- Orders and maintains inventory levels of all mailing supplies and orders special supplies for Fraternity mailings.
- Maintains stock and places orders from current vendors and sources new vendors as needed. Records, bills, and fulfills chapter/club supply orders, communicating with members as needed. Updates products in ecommerce database when needed.
- Supports the Champions are Readers program through processing of chapter/club orders and communicating with them as needed, maintains inventory levels of components, and collaborates with other departments as needed.
- Responsible for managing all printers, copiers, and fax machines. Ensures the equipment is operational and properly maintained and maintains stock of shipping supplies.
- Enters chapter and club billings, assists with Fraternity administrative projects, and supports the Operations team functions.
- Supports Fraternity events as needed; which may include managing event registration.
- Manages event shipping process by assisting staff with packing and shipping of supplies, tracks packages and places claims for lost packages.
- Maintains a good working relationship with shipping, supply, and maintenance vendors.
- Other duties as assigned.



CORE COMPETENCIES:

Planning and Execution: Plans and organizes work effectively; proactively manages peaks and flows of workload, solves problems quickly and effectively, completes multiple tasks on time

Member Focus: is dedicated to meeting the expectations and needs of members; ensures first-hand information is obtained and used to improve programs and services

Service Focus: recognizes and values the importance of service to others; demonstrates personal flexibility and resilience; provides premier customer service

Collaborative Style: builds strong partnerships and alliances with others by identifying mutual goals and fostering open dialogue

Execution: manages time effectively; efficiently completes multiple tasks on time; is proactive rather than reactive

Effective Communication: possesses strong oral and written communication skills; values and practices social/business etiquette

Technical Skills: proficiency with use of Microsoft Office Suite (Word, Excel, Outlook), database and shipping software. Hasler Mail Machine experience a plus.

Physical Requirements: Ability to lift 50 pounds, climb ladders, and to stand for extending periods of time.

SELECTION CRITERIA (Knowledge, Skills and Abilities):

Two years of administrative support experience or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

ADDITIONAL INFORMATION:

Minimal travel required.