



**Job Title: OPERATIONS SUPPORT SPECIALIST**

<b>Overview</b>	This full time non-exempt position is responsible for the shipping/receiving functions, purchasing supplies, and supporting overall Fraternity operations as needed.
<b>Key Responsibilities</b>	<p>Responsible for overseeing the mailroom function. Processes all Fraternity mail, finding the most cost-effective shipping methods, and ensuring compliance with all postal regulations. Supports all aspects of organizational mailings, maintains inventory for mailing components and processes orders to be shipped out.</p> <p>Orders and maintains inventory levels of all office supplies and orders special mailing supplies for Fraternity mailings.</p> <p>Oversees the processing of C.A.R. orders, including maintaining inventory levels of mailing components and processing of orders, and working with the Literacy Engagement Manager.</p> <p>Responsible for overseeing all printers, copiers, and fax machines. Ensures the equipment is operational and properly maintained. Maintains printing supplies and oversees maintenance.</p> <p>Enters chapter and club billings, assists with Fraternity administrative projects, and is primary back-up for Receptionist.</p> <p>Assists with yearly inventory audit, managing inventory updates/edits on ecommerce website, walk-in customers, offsite events, and the preparation of inventory for offsite events.</p> <p>Supports Pi Phi Express by assisting customers with phone orders, order fulfillment, processing returns, and inventory processing for new receipts.</p> <p>Manages event shipping process, tracks packages and places claims for lost packages. Maintains a good relationship with shipping partners.</p> <p>Assists with special projects as assigned.</p>
<b>Reporting Relationships</b>	Reports directly to Assistant Director of Merchandising
<b>Travel</b>	Minimal
<b>Qualifications</b>	
<b>Education/Knowledge/ Experience</b>	Two years of shipping and receiving experience or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.



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<p><b>Skills and Abilities</b></p>	<p><b><u>Planning and Execution:</u></b> Plans and organizes work effectively; proactively manages peaks and flows of workload, solves problems quickly and effectively, completes multiple tasks on time</p> <p><b><u>Member Focus:</u></b> is dedicated to meeting the expectations and needs of members; ensures first-hand information is obtained and used to improve programs and services</p> <p><b><u>Service Focus:</u></b> recognizes and values the importance of service to others; demonstrates personal flexibility and resilience</p> <p><b><u>Collaborative Style:</u></b> builds strong partnerships and alliances with others by identifying mutual goals and fostering open dialogue</p> <p><b><u>Execution:</u></b> manages time effectively; efficiently completes multiple tasks on time; is proactive rather than reactive</p> <p><b><u>Effective Communication:</u></b> possesses strong oral and written communication skills; values and practices social/business etiquette</p> <p><b><u>Technical Skills:</u></b> proficiency with use of Microsoft Office Suite (Word, Excel, Outlook), database and shipping software. Hasler Mail Machine experience a plus.</p> <p><b><u>Physical Requirements:</u></b> Ability to lift 50 pounds, climb ladders, and to stand for extending periods of time.</p>
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