



## **Operations Associate**

### **Qualifications**

- A college graduate with two years of experience in administration and operations, health care industry preferred, but not required;
- Must be creative, self-motivated, and have a pleasant and helpful disposition;
- Must possess effective written and verbal communication skills, problem solving skills, and apply good judgment based on the principles of sound management;
- Must believe in and live the mission of Rose's Place and Cultured Pearl Services and be enthusiastic about what RP and CPS provides and have the ability to share that with the community;
- Good customer service and phone skills are essential;
- Ability to comfortably meet new people and maintain contacts;
- Good computer skills, proficient in Microsoft Office, maintain database;
- Excellent communication skills, computer skills, and organizational skills are essential;
- Must be able to work in a fast paced environment with minimal supervision, handle stress, and be flexible;
- Maintain a professional appearance and demeanor;
- Be able to uphold company code of ethics, which includes honesty and integrity.

### **Responsibilities**

- Answer phone and direct client service/customer service calls to designated person;
- Maintain an inventory of office supplies for office;
- Ensure main office is maintained in a clean and orderly fashion; and
- Other duties as assigned or requested.

### **Adult Services**

- Coordinate with the Operations Manager in the planning, development, and implementation of adult programming that draws people to the homes and motivates families to utilize services;
- Coordinate annual program activities with all departments as needed;

### **Employee Relations and Support**

- Develop and support the staff in their effective use of the project management model, and other approved processes, in carrying out annual plan activities; and
- Participate in budget development for the Programming/Public Information area.