



Job Title	Operations Specialist	Department	Facilities
FLSA Status	Hourly/Non-Exempt	Reports to	Facilities Manager
Classification	Full-Time	Revision date	05/2022
Schedule	Monday – Friday	Hours	9 am to 6 pm
Pay	\$19.23 – \$20.07	Benefits Eligibility	Yes

**YWCA Glendale & Pasadena is an essential services provider and is temporarily providing services remotely with partial days in office as assigned by the supervisor.*

About Us

YWCA Glendale and Pasadena is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. YWCA Glendale and Pasadena’s purpose is to ensure the health, safety and economic empowerment of women, children, and families and to strengthen communities to prevent and break the cycle of domestic violence. We provide resources and support to survivors of domestic violence and their children and through our education and prevention efforts we empower women, girls, and families to build healthy relationships, achieve self-sufficiency, and live free from all forms of oppression. Our programs include a 24/7 Crisis Hotline, a 16-bed Domestic Violence Emergency Shelter, a Domestic Violence Community Services Center that provides case management, legal services, adult and child counseling, trauma informed childcare, and housing navigation support, a Violence Prevention Education and Outreach Program, a Girls Empowerment Program that offers after school programming, summer camp and STEAM education workshops and mentorship, and racial justice training and advocacy in collaboration with the Coalition for an Anti-Racist Glendale and other social justice organizations.

Position Summary

The Operations Specialist works closely with the Facilities Manager to support all front office and building needs. The Operations Specialist is the first point of contact for internal and external visitors and maintains a presence at the front desk providing security to the building by monitoring the traffic flow through the lobby, visitor access and issues passes when required. The Operations Specialist also provides administrative support to the Facilities Manager and Administrative Team.

The daily task of this position includes managing office functions such as ordering supplies, IT work orders, office event coordination, welcoming and redirecting on-site visitors to right personnel, acts as first line of contact for all donations drop off, vendors, service participants and guests according to YWCA operation procedures, responds to requests for rental of YWCA facilities, and assists with custodian work when needed.

The work schedule for this position will vary depending on the needs of the organization and will include opening, closing, event setup (possibly on evenings and weekends) and securing the building, daily, and as scheduled. This position must demonstrate cooperative behavior with supervisors, colleagues, participants, and the community at all times.

The position includes access to information of a confidential nature. Strict adherence to agency procedures and protocols is required.

Essential Tasks

These are core functions of the job. **Additional duties may be assigned as needed.**

Front Desk/Reception

- Answers questions about organization and provides visitor with address, directions and other information to outside services and follow YWCA Glendale and Pasadena Visitor Protocol.
- Monitors visitor and building access when doors are locked. Issues visitor passes when required.
- Works in conjunction with Case Managers to ensure initial screening for drop in participants during appropriate shifts.
- Receives and rejects donations from the community with guidance from the Community Engagement team.
- Assists with the food bank and donations, NCL inquiries and appointments.
- Assists with staff mailing and packages. Creates labels, provides postage, assists with meter readings and contacting the shredding company.
- Using Calendaring for events.
- Process staff Supply Request Form orders.
- Monitor breakroom and supply closet supplies and the equipment closet/server room inventory.

Front Office/Clerical Support

- Operates telephone system to relay incoming calls, maintains employee phone directory and reports problems to appropriate vendor.
- Ensures that reception area is neat and orderly, and no unauthorized packages, materials or boxes are left in view of guests to the building.
- Maintains “sign in” log and makes sure all visitors in the building comply.
- Maintain and schedules rooms for internal staff and external usage as directed. Processes room rental requests and processes appropriately.
- Order supplies and manage inventory to ensure adequate stocking and adherence to budget limitations, coordinating with accounting and finance department.
- Maintains the YWCA Glendale and Pasadena central calendar and emails daily bulletins to all staff.
- Assists in office management and organization procedures.
- Orders supplies and maintains inventory levels as need.

IT

- Liaison between outside IT Consultant (Datastream) and all staff IT requests.
- Knowledge and functionality with SharePoint and OneDrive.
- Supports system upgrades for building needs and/or new workstation arrangements.
- Request quotes/lead IT projects for staff.

Facilities with Human Resources Department

- Updates distribution lists (group email lists for staff and board members).
- Works directly with Datastream to set up new employees with email, copier/printer machine access, add to necessary email lists, etc. as per Human Resources request.
- Create new employee onboarding forms for new accounts and confirm needs based on their department.

- Deactivate accounts of terminated employees and remove them from Canon copier/printer machine address book, phone system and facilitate equipment and key return.
- Organize plant and card for the Human Resources department on an employee's last day.
- Set up the desk for a new employee for their first day. Confirm that the office space is ready.
- Provide key agreement requests and forms.
- Assists with Staff recognition events.

Safety/Security

- Coordinate Safety/Risk Management renovation project forms/quotes/and payments to vendors/contractors.
- Assists in emergency preparedness, including serving a role in the evacuation of the building when necessary.
- Works in tandem with emergency/safety personnel to address any and all emergency situations.
- Works in tandem with the Facilities Manager to stay up to date on safety and emergency preparedness principles and assist YWCA Glendale and Pasadena staff and members during an emergency.
- Maintains order, directs staff and members to safety location and ensure building is evacuated.
- Responsible for reporting and addressing any building damage, repair, or maintenance issues throughout the building.
- Reports any safety concerns, security breaches, and unusual circumstances immediately to the Facilities Manager and take action to prevent.
- Patrols premises, actively observes, and monitors all visitors to the facility and address any suspicious behavior that could be in violation of YWCA Glendale and Pasadena policies.
- Documents daily walk-throughs on sign-in sheets throughout the workday.
- Assists in de-escalating upset people, if necessary, escort them out of the premises.
- Documents all incidents on appropriate forms (Unusual Occurrence) and submit to Facilities Manager.
- Assists participants/visitors/general public/tenants by opening doors for them, providing information on rental services, recreation programs and other services, and other general customer service duties.
- Escorts volunteers and staff to their personal car, as necessary.
- Secures the main entrance to the building. Responsible for locking and unlocking main doors, as well as reviewing security monitor.
- Patrols morning and afternoon parent drop and pickup for Head Start Pre-School.

Facilities Support

- Manages day-to-day operations.
- Assists with the Administration of Maintenance work order system, UpKeep.
- Point of contact for tenants regarding leases/contracts, invoicing, maintenance requests, and any other inquiries.
- Researches and helps with prospecting of new tenants.
- Coordinates the facilities calendar and responds to room rental request from the general public.
- Furniture and office signs setup.
- Reach out to vendors for additional office hardware, installations or technology needs e.g., phones, Canon copier, postage, security cameras, coffee machine.

- Setup site visits and meet with vendors and technicians.
- Coordinate new tenant requests and provides tours for potential tenants.
- Coordinate arrangements for onsite event setup.
- In charge of staff events/meetings for opening and/or closing.
- Provides a safe and secure environment for facility patrons and/or participants.
- Provide Head Start/Redwood Room guidance for meetings and school events.
- Ensures appropriate use of facilities.
- Assists patrons and/or clients with general needs while utilizing the facility.
- Aids tenants, clients and the general public when needed by directing them to the appropriate department and/or staff person, helping to ensure they arrive at their destination in a timely manner.
- Track and report on operational performance.

Desired Knowledge

- Ability to analyze and improve operational processes.
- Bilingual in Spanish is a plus but not required.
- Must possess effective written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner.
- Must possess good judgement and problem-solving skills.
- Strong computer skills including word processing, Microsoft publisher, spreadsheets, and databases. Learn additional computer applications as needed.
- Must display exceptional customer service and communication skills, both written and verbal.
- Good organizational and record-keeping skills. Detail-oriented.
- Ability and willingness to work independently and as a part of a team.
- Core competencies expected: respectfulness and relationship building, commitment to quality service, team focused, collaboration, self-accountability and work standards, stress tolerance, confidentiality, integrity, ethics, trust, fostering diversity, equity and inclusion, conflict management, relationship building and respectfulness, good judgement, problem solving, and professionalism.

Minimum Qualifications

- Associates degree from a two-year college or university; or two years related experience and/or equivalent combination of education and experience.
- Must remain flexible to ever-changing environments and adapt well to different situations.
- Neat and professional appearance.
- Read, understand, and clearly speak English. Constantly use speech and hearing (correctable to normal level required) in communicating with public/co-workers, giving, and receiving instructions, using phones.
- If driving on agency business, a valid driver's license and current automobile insurance are required.
- Any combination of skills and experience that demonstrates the ability to perform this job effectively.

Job Requirements

- Complete a LiveScan background check.
- Full Covid-19 vaccination required.
- Maintain orderly work environment and perform tasks in a prescribed and safe manner.
- Work independently and as a team member.
- Adapt to a fast-paced working environment with multiple deadlines.
- To use initiative and independent judgment within established guidelines.
- Establish and maintain cooperative working relationships with vendors and individuals contacted during performance of job duties.
- Be flexible and receptive to suggestions, input, and change.
- Operate modern office equipment, including computer, phone, fax, copier, etc.
- Maintain CPR Certification.
- Frequently prepare written reports and logs in neat, legible handwriting.
- Read and understand all operating procedures and instructions.
- Provide quality customer service.
- Handle both common and crisis situations at the client site, calmly and efficiently.
- Handle pressure of working with high volume general public (constantly to occasionally depending on assignment).
- Maintain satisfactory attendance and punctuality standard.
- Work five days a week Monday-Friday (9 am - 6 pm) and some overtime required.

Physical Requirements

- Candidate must be able to lift up to 40 pounds.
- Ability to move within the office environment and ability to climb stairs.
- Ability to write by hand and use a keyboard to perform general office functions.
- Ability to communicate continuously by speech and hearing.
- Visual acuity (close, distant, peripheral vision, and the ability to adjust focus and view accurate color perception and objects at near distances) needed for detail work and computer use.
- Ability to sit for extended periods of time.
- Constant mental alertness and attention to detail required while setting priorities and following up on assignments.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

YWCA Glendale and Pasadena is an Equal Opportunity Employer and is committed to *diversity, equity, and inclusion*. We are committed to attracting and retaining a diverse staff. YWCA Glendale and Pasadena will honor your experiences, perspectives, and unique identity. Together, our organization strives to create and maintain working and learning environments that are inclusive, equitable and welcoming. YWCA Glendale and Pasadena prohibits discrimination on the basis of age, gender, race, ethnicity, national origin, cultures, religion, immigration status, veteran status, political beliefs, sexual

eliminating racism
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A MISSION**

identity, ability/disability, and health/mental health status in all its programs and activities, not only in respect to employment practices but also in the delivery of services.