Job title: Support Service Operations Lead  
Reports to: Chief Operating Officer
Compensation level: Supervisory B  
Full-time – Non-exempt
Posting date: June 3, 2022  
Starting Rate: $21.00
Closing date: June 17, 2022

**Our mission** Supporting the independence of vulnerable seniors and families in crisis through high-impact programs. **Our vision** Uniting the community through service. **Our values** Welcome and respect all people. Act with integrity. Value individual initiative and ability. Serve individuals and the community as an act of faith. Balance humanitarian goals with sound business practices.

MIFA provides a workplace that supports our strategic goal of serving more. Our people strategies create a culture that:

- assumes 100% accountability for the quality and integrity of our work
- embraces the use of technology
- encourages big and small innovation in problem solving, project management and idea generation
- is vibrant and adapts to change and offers opportunities for personal and professional growth

**Operations Leads at MIFA**

**Operations Leads** are responsible for overseeing and optimizing day-to-day activities within their programs, leading one or more coworkers by example to effectively provide a service. They partner with their supervising directors in the hiring, orientation, performance review, and disciplinary processes for their team members. They work toward achieving high-quality outcomes and ensure adherence to policies and procedures with a responsibility to consistently use available technology and look for opportunities to innovate.

**Position summary**

The Support Service Operations Lead plays an integral role by encouraging office efficiency and productivity within the organization. This team member utilizes advanced computer skills, supervises the support staff, assigns responsibilities, and assesses skill sets to ensure quality outcomes and exceptional customer service. This position operates with a high level of discretion and decision-making ability and provides support to the executive staff as needed.

**Qualifications**

- Bachelor’s degree
- Two years’ management experience leading and developing others and delegating administrative tasks, demonstrating exceptional work ethic and high-quality customer service.
- Four years of experience in a combination of administrative work; knowledge of current administrative office practices, organizational procedures, and equipment.
- Highly proficient at utilizing and supporting the use of technology (computers, email, laptops, telephone, cell phones, faxes, scanners, and presentation equipment).

**Major responsibilities and related tasks**
Responsible for overall support services operations and activities.
- Direct the efficiency and effectiveness of support services, ensuring high-quality internal and external customer service.
- Manage, reconcile, and submit for payment credit card and other vendor billing in a timely manner.
- Provide IT hardware/software support and hardware/software inventory control and management.
- Manage copier, postage, telephone, and cell phone hardware and software.
- Support contract renewal processes in a timely fashion.
- Prepare reports, correspondence, printings, and mailings.
- Implement written office standards and procedures.
- Provide setup and support for meetings, including room and/or audio/visual resources, materials and refreshments as requested.
- Coordinate travel, conference attendance, and memberships as needed.

Assist the CEO; serve as coordinator and recorder for meetings and related activities.
- Schedule board meetings, providing members with reminders for upcoming meetings.
- Ensure virtual meetings are recorded; admit guests and track attendance and motions.
- Maintain the physical and electronic historical and contractual records.
- Maintain/annually update board member and term information, manual, and materials.

Manage support services staff.
- Coordinate day-to-day scheduling, assigning, monitoring, skills assessment, and evaluation.
- Oversee and provide timely responses to support service requests.
- Order office supplies or other items, ensuring an orderly purchase order process.
- Promote a positive work culture, supporting flexibility, high-quality customer service, and skill development/training.
- Ensure coverage of the reception desk and phone system, providing backup as needed.

Assist MIFA’s Admin Team of chief officers with supporting administrative functions.
- Provide scheduling and support to committee meetings as requested, including minutes and reporting.
- Assist with new staff onboarding, providing welcome and information.
- Ensure the new staff workspace is supplied and ready with needed equipment, hardware, and software prior to start date.
- Assist with specified projects.
- Assistance with thank-you and follow-up calls to volunteers and congregations.
- Assist with mailings and acknowledgement letters as needed.
- Assist with volunteer background checks.
- Assist with special projects such as Plus-1, holiday cards, holiday bag distribution, and Christmas Day Meals.
Other responsibilities

- Ability to use discretion always and to be a trustworthy keeper of confidential information, from the board of directors to the executive management team.
- High computer acumen, exceptional neatness, and organizational skills, with years of experience utilizing time management, communication skills, and composing and producing detailed correspondence and written materials.
- Ability to manage projects while demonstrating vision and leadership. Work across departments to foster a team-oriented environment.
- Adapt to changing demands and responsibilities positively and professionally.

Supervisory Responsibilities

Supervise support service staff

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing the duties of this job, the employee is occasionally required to stand, walk (or means to transport oneself); sit; use hand to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop, kneel, crouch; talk or hear. The employee must occasionally lift and/or move 15 to 25 pounds. Specific vision abilities required by the job include close vision, distance vision.

Work environment: The noise level in the work environment is usually moderate to high. Position may also require ongoing or periodic exposure to high crime environments. While performing the duties of this job, the employee is exposed to moderate to high levels of stress during peak periods, and atypical work hours are periodically required.

MIFA employment guidelines

MIFA is an equal opportunity employer. MIFA is a non-smoking facility.

Employment documents: (1) Application and/or resume; (2) I-9; (3) Form W-4; (4) Official transcripts verifying education if education is a requirement of the job. Employment authorization and identification: Current federal law requires that documents be presented which verify both employment authorization and identification. One or more of the following documents must be presented before employment: Social Security card, state driver’s license/identification, U.S. birth certificate, U.S. passport, other U.S. government document.

Please note that it is the practice of MIFA not to allow the employment of relatives or of those living at the same address other than in the job classifications of special, temporary, or substitute.

To Apply: https://recruiting.paylocity.com/recruiting/jobs/All/86f3a3cf-0c83-4401-bd12-b4a167ce49df/Metropolitan-Inter-Faith-AssocSubmit