

Job Description	
OPERATIONS SUPPORT SPECIALIST	
Reports To: Executive Assistant to Executive Director/Operations	FLSA Status: Non-Exempt
Position Status: Regular, Full-Time	Revision Date: January 2023

Summary

The Operations Support Specialist is responsible for supporting Big Sky Economic Development's organizational operations in areas needed for smooth business operations. This position executes administrative and operational responsibilities as assigned and helps with special projects.

Essential Duties and Responsibilities

To perform the job successfully, an individual must be able to function at a high level and perform each essential duty independently and accurately. Duties are performed under the direction of the Executive Assistant/Operations and are a representation of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Operations Support:

1. Provide timely and consistent support to the designated operation leads as needed.
2. Independently and successfully manage timelines, project outcomes, and assigned tasks.
3. Provide IT troubleshooting support for virtual conference calls, guests presenting at special events, public use of the training room technology, as well as resolving IT issues for the BSED team.
4. Manage all bookings for the 2nd floor training room
5. Manage the backstock for office supplies.
6. Other duties as assigned.

Reception:

1. Provide general office support for the BSED floor
2. Serve as the back-up to the Rock31 Community Manager on an as-needed basis and provide lunch coverage
3. Greet the public, Rock31 members, guests, and BSED clients in a manner that fosters a positive first impression.
4. Help check-in meeting guests and BSED clients.

Financial Support:

1. Support the Senior Financial Officer on an as-needed basis, including, but not limited to accounts payable, accounts receivable, and bank deposits.
2. Additional duties as assigned.

Required Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skill, and/or abilities required.

- Composure – ability to maintain a rational and calm demeanor when faced with stressful situations and handles pressure and/or stress effectively without becoming defensive or irritated.
- Interpersonal Relations - ability to deliver exceptional customer service by exceeding the expectations of members, stakeholders, and colleagues with every encounter.
- Communication Skills— Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, proper grammar, and professional etiquette.
- Personal Effectiveness/Time Management - ability to strategically utilize time and resources to manage priorities, timelines, deadlines, and details under pressure, with accuracy, and to a high level of proficiency.
- Technical Capability –strong proficiency in fundamental office and computer equipment, as well as software programs such as Microsoft Office Suite, CRM platforms, and cloud-based software applications; Must have a strong proficiency with troubleshooting IT, video conferencing, and AV systems, and be adept at website content management.
- Teamwork Oriented – ability to effectively align within a collaborative effort to achieve common goals and outcomes.
- Adaptability – ability to modify actions, direction, or approach to changing situations and expectations in a respectful and professional manner.
- Project/Process Management – Strong ability to handle multiple tasks at a time and under pressure in order to meet deadlines and work demand. Ability to solve problems that arise throughout the process. Ability to deliver a finalized, completed result.
- Detail Orientated – Strong ability to achieve thoroughness and accuracy when accomplishing a task through concern for all the areas while ensuring small details are not overlooked. Uses checklists, schedules, calendars, etc. to ensure no details are missed.

Minimum Qualifications

1. 1-3 years experience in an administrative support or project management role.
2. Bachelor's degree in Business Administration preferred or equivalent combination of education and experience.

Job Requirements

Additional job requirements include:

- This job may require work-related travel, by personal vehicle, rented vehicle or commercial transportation to participate in business-related meetings. Occasional driving may be required.
- Must have reliable transportation, be able to operate a motor vehicle, have a valid driver's license, and be available to travel.
- Hours of work are generally 8 a.m. until 5 p.m., 40 hours a week, with occasional early morning, lunch hour, or evening and weekend work as required.
- Work is performed in the Big Sky Economic Development offices as well as at client and agency offices and other meeting or project sites.

Physical Demands

- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; speak (with clarity) and hear.
- The employee frequently is required to walk, sit, and climb or balance.
- The employee is occasionally required to stand and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

Working Environment

Work is in a normal office environment with noise levels that are usually moderate. Working conditions require high attention to detail and deadlines frequently.

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

I understand that Big Sky EDA reserves the right to revise or change this job description as the need arises. I have reviewed this job description and received a copy.

Employee Signature

Date

Print Name

Supervisor Signature: _____

Date: _____