



JOB TITLE: Operations Associate

EMPLOYER: Asian Youth Center

DEPARTMENT: Administration

REPORTS TO: Deputy Director

EFFECTIVE DATE: August 1, 2022

FLSA STATUS: Hourly, Full-Time, Non-Exempt, At Will

SALARY: \$16 - \$24 per hour

SUMMARY: Support overall agency operations in the areas of facilities maintenance, office management, IT equipment management, vehicle fleet, and administrative support. This position is based out of San Gabriel, CA with a hybrid schedule that includes in-office work at least 1-2 days a week. Occasional travel to other offices in Hawthorne, Lancaster, and Pomona may also be required as part of the job duties.

DUTIES AND RESPONSIBILITIES:

1. Support maintenance of AYC facilities and offices in all areas listed;
 - Serve as point of contact for facility vendors and contractors, including HVAC, electrician, plumbing, pest control, burglar/fire alarm, and janitorial services.
 - Inspections
 - Keys and alarm codes
 - Facility use and event setup
 - Track insurance and business license requests and renewals.
2. Maintain AYC Equipment;
 - Mobile devices: mobile phones and hotspots
 - Computers: laptops, desktops, and tablets
 - Copiers, printers, and scanners
 - Desk phones
 - TVs and projectors
3. Work with the Deputy Director and IT administrator to maintain AYC's Information Technology systems;
 - Support administration and maintenance of AYC technology platforms, including Microsoft Office 365 and SharePoint.
 - Maintain IT hardware and software asset inventories.
 - Troubleshoot end user issues, coordinating with IT administrator and vendor's support team as necessary.
 - Maintain accurate documentation of support requests, system updates, and changes.

- Coordinate with HR department to manage Office 365 and device access during employee onboarding and offboarding.
 - Support the development of technology training and written materials.
4. Responsible for purchase, inventory, and distribution of office supplies and program materials, in compliance with AYC procurement and purchase policies and procedures;
 5. Maintain vehicle fleet;
 - Inspections
 - Service - oil changes, tires, wipers, etc.
 - Records, registration, and insurance
 - Maintain vehicles calendar
 6. Maintain and update Operations/IT policies and procedures;
 7. Provide support to development activities and events; and
 8. Perform other related duties as assigned by supervisor.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

REQUIRED QUALIFICATIONS:

- At least 2 years of operations or office administration work experience;
- Ability to work on multiple projects, prioritize, and problem solve;
- Growth mindset with the ability to learn new skills quickly;
- Excellent verbal and written communication skills and attention to detail in documentation;
- Experience working with diverse communities;
- Excellent customer service and people skills;
- Valid California driver's license, excellent driving record, reliable transportation, and auto insurance;
- Adult, Child, and Infant CPR/AED & First Aid Certification (may be completed after hire)

PREFERRED QUALIFICATIONS:

1. Bachelor's Degree (BA/BS) from a four-year college or university;
2. Experience working in nonprofits, human service agencies, or similar businesses;
3. Working knowledge of technology, computers, and IT;
4. Experience with Microsoft Office 365 or SharePoint administration;
5. Bilingual in Cantonese, Mandarin, Spanish, or Vietnamese

COMPETENCIES:

- **Cultural Competence** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** - Displays required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to climb, balance, bend, stoop, kneel, or crawl
- Frequently required to talk or hear
- Occasionally required to taste or smell
- Frequent exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually quiet to very loud
- The employee must occasionally lift and /or move more than 35 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send a cover letter and resume along with 3 references to careers@aycla.org.