

Department	College Prep Institute
Job Title	Operational Support Specialist
Reports to	Director of College Prep Institute

Travel Required: ✓ Local	Type of position: ✓ Full-time, Non-Exempt	Hours: ✓ 40
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GENERAL POSITION DESCRIPTION

As a member of the College Prep Institute (CPI) team, the Operational Support Specialist is responsible for supervising and managing the CPI front desk office administration. This position maintains daily logs of CPI operational issues and maintenance activities, records CPI meeting notes, and provides administrative support for the CPI Director and CPI Program Coordinators. This role also completes CPI data audits and assists with the maintenance and cleaning of all CPI data. This position supervises the CPI Receptionist and Receptionist Security Officer. It is essential for the person in this role to take pride in representing CLD with professional voice, appearance and manner.

- ROLES & RESPONSIBILITIES**
- Supervises CPI Receptionist and Receptionist Security Officer.
 - Actively engages with staff, participants, parents, facilitators and volunteers when they enter the lab.
 - Answers incoming calls, determining purpose, assisting or forwarding to appropriate personnel.
 - Cooperates with the Receptionists on maintaining the cleanliness of the receptionist area.
 - Maintains daily logs of CPI operational issues and maintenance activities.
 - Maintains knowledge of CLD Programs and events to inform visitors and callers.
 - Trains staff on various databases used in the CPI Lab.
 - Collects data and manages an ongoing data process system to record, track, analyze and report relevant data related to CPI serves, including participant information, outcomes and impact.
 - Completes CPI data audits and submits audits to the CPI Director and Data Analyst for review.
 - Assists with the maintenance and cleaning of all CPI data.
 - Collects and reviews office supply requests from CPI staff.
 - Follows Standard Operating Procedures and duties as assigned by the Director of College Prep Institute in Monday.com.
 - Maintains and updates CPI Standard Operating Procedures as needed.
 - Provides administrative support to the CPI Director and Program Coordinators, including compiling meeting notes and updating calendar events/invitations.
 - Adheres to professional personal presentation following CLD dress code policy.
 - Supports CPI Director in creating a positive work environment.
 - Assists in scheduling and preparation for special events such as CPI Open Houses.
 - Complies with mandatory attendance at the following annual CLD events: Minority Achiever’s Awards and Scholarship Gala, College Prep Conference and Indiana Black Expo.

- May perform specialized activities in direct support of the accomplishment of the program objectives and the CLD mission.

WORK EXPERIENCE REQUIREMENT

- Strong organizational and communication skills with excellent grammar.
- Minimum two years of Management experience.
- Experience performing professional-level work requiring a wide range of administrative and managerial methods applied to complex problems.
- Working knowledge of database input and management.
- Functional skills with Windows 10, Microsoft Office and Monday.com Project Management Software.
- Experience working with youth of diverse backgrounds.
- Prior success at executing projects in a timely manner and in achieving results on schedule.

ATTRIBUTES

- Communicator. Excellent verbal and written communication skills.
- Self-starter. Takes the initiative to not only identify a problem but work to solve it.
- Team player. Works well independently, but recognizes value of working with teams.
- Flexible. Must be willing to learn quickly and respond to changing environment.
- Efficient. Able to multi-task, prioritize and manage multiple projects in a fast paced, customer-oriented environment while being detailed and highly organized.
- Passion. Must be excited about the mission, youth and communities we serve.
- Impeccable character.

EDUCATION and/or CERTIFICATION REQUIREMENTS

High School Diploma with 2+ years Management experience.

- CLD Self Discovery/Career Exploration Graduate preferred (CLD Alum).

PHYSICAL REQUIREMENTS/DEMANDS

- Generally sedentary work, remaining in a stationary position for long periods of time. Events do require physical exertion, including lifting of boxes and tubs, moving chairs and tables, loading and unloading supplies.
- Must have reliable transportation.
- Must be willing to work some evenings and Saturdays.

WORK ENVIRONMENT

This position operates in a professional office environment. May require occasional overtime and holiday work. Does require weekend work. This role routinely uses standard office equipment such as computers, phones, printers, scanners, laminators and photocopiers.