

**Community Action Agency of Columbiana County, Inc.**  
**7880 Lincolne Place, Lisbon, OH 44432**  
**(330) 424-7221**  
**JOB DESCRIPTION**

**POSITION: Operations Assistant**  
**SUPERVISOR: CSD Director**

**CAACC mission statement: To strengthen the community, foster well-being, and promote self-sufficiency.**  
**Program mission statement: To provide affordable, comprehensive, and quality services that will strengthen the community and lead to self-sufficiency.**

- A. **JOB SUMMARY:** The incumbent will perform operations support for the variety of programs within the Community Service Department.
- B. **SPECIFIC DUTIES / ESSENTIAL FUNCTIONS:**
1. Provide program support to a variety of CSD programs, including direct client intake, eligibility determination, assisting with referrals, file maintenance, direct services, data entry, report tracking, coordination with stakeholders, and follow-up
  2. Supervise the Program Assistant assigned to the customer support role.
  3. Coordinate development, implementation, and marketing of programs and special projects
  4. Serve as treasurer under the Salvation Army Lisbon Unit and coordinate fundraising and client services.
  5. Utilize multi line phone system to assist customers and address program inquiries.
  6. Ensuring office equipment is maintained and serviced.
  7. Assist in preparation and implementation of new programs, projects, technology, and services.
  8. Coordinate social media and department program outreach
  9. Maintain contractor compliance with program requirements.
  10. Coordinate staff training to include scheduling, tracking, and travel arrangements.
  11. Prepare and maintain operations procedure manuals.
  12. Responsible for final reconciliation review of payee bank statements on a monthly basis.
  13. Review files for compliance with funding source requirements and eligibility
  14. Facilitate purchases required for program operations in accordance with funder and agency procurement policies.
  15. Process internal and external mail and correspondence.
  16. Prepare and authorize voucher requests for CSD programs and client payments
  17. **Maintain consumer database and input of accurate data into various software programs**
  18. Work with CSD Director on the preparation and completion of reports and grant applications
  19. Responsible for ensuring department cleanliness and coordinating department needs regarding health, safety, maintenance, and technology.
  20. Represent agency in a professional manner on various assigned committees
  21. Travel required making home visits, transporting clients, performing inspections, and attending training/meetings, which may include out of town and/or overnight travel
  22. All other duties as assigned
- C. **REQUIRED JOB QUALIFICATIONS:**
1. Degree in related field: bachelor's degree preferred, but not required
  2. Must have an insurable driver's license
  3. Must have reliable transportation
  4. Ability to multi-task and work with minimal direct supervision, with an understanding of how to prioritize work load.
  5. Proficient in Microsoft products to include Word and Excel.
  6. Good written and oral communication skills
  7. Ability to comprehend and carry out oral and written instructions
  8. Ability to contribute positively as part of a team

9. Must have basic math and computer skills
10. Must be able to communicate with a diverse clientele on a one to one basis
11. Must complete a criminal background check with no felony convictions

ADDITIONAL REQUIREMENTS AND CONDITIONS OF EMPLOYMENT:

1. 90-day probationary period for front line staff and 180-day probationary period for Supervisor, Managers and Directors.
2. Employment is contingent upon the successful completion of a criminal background check.
3. Employment is contingent upon the successful completion of a drug and alcohol test.
4. Employment is contingent upon the successful completion of an employee physical, including a TB test.

E. PHYSICAL REQUIREMENTS:

1. Ability to work in a fast-paced and often high-stress environment, as well as the ability to adapt quickly to workload changes
2. Ability to deal with inside and outside clientele and vendors in a diplomatic and courteous manner while assuring adherence to CAA policies/procedures
3. Above average oral, reading and writing skills to accurately operate a computer, perform necessary documentation and effectively communicate with staff, clients, customers, business partners, other CAA departments, and visitors
4. Frequent sitting, walking, and reaching
5. Occasional lifting (up to 40 lbs.), climbing, pushing, and kneeling
6. Seldom running

F. WORKING CONDITIONS:

1. Numerous interruptions
2. Ability to remain calm and cheerful under stressful working conditions
3. 95% indoors / 5% outdoors with exposure to odors, dirt, occasional fumes, and the general public

COMPENSATION: Hourly

FLSA CLASSIFICATION: Non-exempt

Signature: \_\_\_\_\_ Date: \_\_\_\_\_