



**Position Title:** Operations Support Staff  
**Department:** Operations  
**Exemption:** Non-exempt  
**Supervisor:** Operations Manager and Shift Coordinator  
**Updated:** July 2020

### **Job Summary:**

Operations Support staff contribute to the day-to-day operations of the Center by following policies and procedures; providing customer service to Veterans and staff; ensuring safety and security of facility, residents, and staff. Staff are responsible for documenting, reporting, and notifying as related to daily operations. Other duties may include food service, food handling or delivery, basic repair / maintenance of the facility, driving, and cleaning. **This position is considered Essential Personnel and may be required to work during times of inclement weather and emergencies.**

### **Primary Responsibilities:**

- Enforce Center policies and regulations uniformly
- Ensure a safe, secure environment which allows for the privacy, dignity and well-being of Veteran residents.
- Serve as point of contact for Veteran complaints and make corrective action recommendations to the shift coordinator.
- Greet guests, staff and Veterans as they enter the building in a polite, professional manner.
- Attend to the needs of all those who frequent or telephone the Center.
- Provide support to volunteer and donor events.
- Assist the Shift Coordinator for medical, fire or police emergencies.
- Enforce all safety regulations and initiate the immediate rectifying of any safety hazards.
- Document incidents and events, and provide emergent mediation/de-escalation as required.
- Perform building patrols as well as perimeter tours.
- Assume duties of on-site supervisor in the absence of a more senior staff member.
- Staff the various access points as required, including controlling access and checking ID badges.
- Report any safety or security problems immediately to the shift coordinator and follow-up with the required reports.
- Assist in the training of new staff.
- Properly record administrative paperwork and ensuring the highest standard of Veteran confidentiality is maintained.
- Other duties as assigned.

### **Job Duties may include:**

- Responsible for the smooth operation of the Center functions, equipment and facility



- Driving of company vehicle to transport employees and Veterans, as needed
- Assist in all emergency situations
- General use of tools and equipment
- General cleaning or other tasks as needed or assigned by Coordinator

**Education/Preferred Experience:**

- High School diploma or GED equivalent required
- Valid Massachusetts Driver's License, strongly preferred
- Serve-Safe experience preferred
- CPR / First Aid Certification preferred

**Essential Functions:**

- Must be committed to a strong customer service philosophy.
- Must be able to move and lift 50 lbs.
- Must be able to stand for extended periods of time
- Must be able to navigate 9 flights of stairs
- Must be able to bend and squat
- Must be able to operate a combination Nextel radio and cellular telephone.

**Other skills/experience necessary:**

- Demonstrate excellent interpersonal skills needed to interact with all levels of internal personnel and external entities, including management, visitors and Veterans.
- Must be a self-motivated individual with the ability to function in a complex environment with limited supervision and direction.
- Must be able to handle multiple, complex tasks and priorities.
- Must have strong analytical and investigative skills and be able to resolve Veteran conflicts.
- Must have basic computer skills, in order to learn the Veteran database, record keeping, email and word processing
- Must be a dedicated team player and comfortable working in an open, highly collaborative, diverse environment