



## **Operations Assistant**

FLSA: Non-Exempt

Reports to: Chief Operations Officer

Direct Reports: No

### **General Summary:**

The Operations Assistant provides essential support to the operations team by performing a variety of administrative, logistical, and technical tasks. This role is responsible for ensuring smooth day-to-day operations across fleet management, procurement, inventory, and programming support. By collaborating with internal departments and external vendors, the Operations Assistant contributes to increased operational efficiency, cost savings, and the overall success of the organization.

### **Essential Duties & Responsibilities:**

- Assist in the sourcing and selection of suppliers and vendors, ensuring quality and cost-effectiveness.
- Prepare and process purchase orders and requisitions, while managing the purchase order system and educating staff on software use.
- Monitor and track orders to ensure timely delivery, maintaining strong supplier relationships.
- May assist with miscellaneous billing for cable cuts, relocates, and other employee and customer charges.
- Coordinate and oversee shipping and receiving processes, including verifying and inspecting incoming shipments, as well as managing daily USPS tasks such as sorting, processing and distributing incoming and outgoing mail. Maintain comprehensive records of all shipments, deliveries, and inventory levels to prevent shortages or overstock.
- Implement and maintain accurate inventory control systems and databases, coordinating with other departments to forecast inventory needs.
- Assist with fleet inventory management, including maintenance, warranty work, vehicle inspections, registrations, licensing, and insurance.
- Maintain fuel cards and track fuel usage, assisting in the development of fleet management strategies to reduce costs and improve efficiency.
- May assist with state and federal filings.
- Provide administrative support to the operations team, preparing reports and presentations related to operations activities.
- Provide updated communications throughout the operations group as needed.
- Oversee TV programming agreements and related technical responsibilities, including contract administration, issue resolution, and acting as the primary liaison for content providers and NCTC.



- Retrieve mail daily and sort.
- Perform any other duties assigned by the COO.

**Knowledge, Skills and Abilities:**

- Knowledge of procurement and supplier management processes.
- Familiarity with shipping and receiving procedures and regulations.
- Knowledge of inventory control systems and best practices.
- Awareness of fleet management principles, including vehicle maintenance and fuel management.
- Understanding of billing processes and financial documentation.
- Knowledge of TV programming agreements and related technical troubleshooting.
- Awareness of operational policies and procedures.
- Strong organizational and time management skills to handle multiple tasks efficiently.
- Excellent communication and interpersonal skills for effective collaboration with suppliers, vendors, and internal teams.
- Proficiency in using inventory management and procurement software.
- Analytical skills for monitoring inventory levels and forecasting needs.
- Problem-solving skills to address discrepancies in orders, shipments, and inventory.
- Ability to prepare detailed reports and presentations.
- Ability to work independently and as part of a team.
- Capability to develop and maintain positive relationships with suppliers and vendors.
- Ability to adapt to changing priorities and work under pressure.
- Strong attention to detail to ensure accuracy in inventory records and billing.
- Ability to learn and utilize new software and technologies related to operations.
- Capacity to develop strategies for cost reduction and efficiency improvement.
- Ability to handle confidential information with discretion.

**Physical Requirements**

Must be able to remain in a stationary position for much of the workday and occasionally move about office setting to access office equipment. Positioning self to maintain files, the ability to move items across the office, the ability to observe details at close range and communicate information with others are necessary to the position. The use of some equipment necessary- including but not limited to the forklift for inventory and delivery purposes. Driving will be necessary to support the fleet maintenance and items such as inventory, etc.

**Education and Experience**

Associated Degree in Business Administration or equivalent or 2-5 years of experience in related fields. Must have knowledge of and willingness to learn computer related skills necessary in the performance of duties.

**Working Conditions**

The working environment is generally favorable. Lighting and temperature are adequate and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Job involves sitting most of the time and if walking and standing are required, only occasionally.

**Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.**