



**Position Title:** Operations Assistant

**Reports to:** Operations Manager

**Status:** Full-time, Non-Exempt

### **About Fresh Lifelines for Youth (FLY)**

Fresh Lifelines for Youth (FLY) is currently operating in Santa Clara, San Mateo and Alameda Counties. Working with juvenile justice youth and those at-risk of entering the system, FLY's mission is to prevent juvenile crime and incarceration through legal education, leadership training and one-on-one mentoring.

At FLY, we believe that all our children deserve a chance to become more than their past mistakes. However, many children who end up in the juvenile justice system often do not get that chance and they do not have the knowledge, skills or support they need to lead productive lives. They often believe that by the time they are 18, they will be in prison or dead. But, it doesn't have to be this way. FLY provides legal education, leadership development and mentoring to youth, builds a community who will support their healthy development and helps our juvenile justice systems be more effective and humane. As a result, FLY works collaboratively with all our system partners to actively engage in system reform efforts, and FLY is often asked to take a leadership role in local detention reform work. Together we inspire our at-risk youth and give them a chance to transform from juvenile delinquents into positive community leaders, creating a safer, healthier and happier community for us all.

For more information about Fresh Lifelines for Youth please go to: [www.flyprogram.org](http://www.flyprogram.org).

### **Operations Assistant – Position Summary**

The Operations Assistant will provide organizational and administrative support to the office operations and talent management departments, including some administrative support to the agency leadership team. S/he must function efficiently and effectively in a fast-paced professional environment and have the proven ability to complete multiple tasks and projects with diverse priorities and deadlines. This individual must be able to organize and maintain administrative processes as directed and guided by the Operations Manager.

The ideal candidate will be dynamic, high-energy, and organized, and must possess strong written and verbal communication skills. S/he must consistently exhibit a high level of professionalism with all FLY staff, clients, stakeholders and visitors. The Office Assistant will uphold FLY's core values and be internally motivated by FLY's mission.

### **Primary Responsibilities\*:**

- **Establish a Welcoming and Professional Atmosphere for All FLY Visitors**



- o Greet every person who walks into the FLY office, make an inquiry about their visit, and alert the appropriate staff member as to who is here to see them. During this time, offer water and initiate friendly conversation.
  - o Answer all phone calls in a pleasant and professional manner and check voicemail as regularly. Cover all reception needs and coordinate with Operations Manager when additional coverage is needed.
  
- **Provide Organizational and Administrative Support to Overall Office Operations and other agency leadership**
  - o Assist the Operations Manager in the management of all day-to-day operations as needed
  - o Support the Operations Manager in troubleshooting technology related issues
  - o Support the Operations Manager in providing operational support to all counties
  - o Assist the Operations Manager in the operational on-boarding of new staff members
  - o Assist Operations Manager in calendaring and scheduling meetings; filtering important information via phone; assisting in agency leadership and all staff communication and announcements; other projects as needed
  - o Make updates to the staff calendar with respect to staff meeting dates, deliverables, training sessions, and staff holidays as needed
  - o Replenish, stack, and organize all office paperwork neatly, including: reimbursement forms, room reservations, fax cover sheets, etc.
  - o Pick up mail at the Public Defender's office 2 times a week and deliver to the appropriate staff members
  - o Miscellaneous administrative tasks including, but not limited to the following: faxing, photocopying, filing, data entry, mileage, setting up email filters, running errands, ordering and picking up food, reserving the conference room for staff and board meetings, recording photocopier usage, special projects, and sending out mass staff emails
  - o Complete miscellaneous tasks and special projects as needed or assigned by the DOT, DOF and other members of the agency leadership team
  - o Oversee and design monthly program newsletters to facilitate open communication throughout agency
  
- **Provide General Organizational and Administrative Support to Talent Management and Staff-related Events**
  - o Utilize FLY's database (ETO) to track and document correspondences and employment processes, applicant statuses, and interview case notes
  - o Support FLY's Human Resources efforts: post vacant positions; check Jobs Email daily and print all applicant cover letters and resumes for DOT review; help create interview schedules as needed; collect paperwork from applicants; provide



assistance with onboarding process of new staff, including: support in the training of new employees in office procedures, telephone systems, and office equipment as needed

- Help prepare the physical workspace space for any new employees prior to onboarding
  - Order Employment Manuals as needed. Organize and assemble New Employee Paperwork packets and keep multiple, prepared packets on file at all times.
  - Support the execution of the All Staff Monthly Meetings: assist the DOT in collecting updates from programs and directors; buying and setting up food; arranging the room; and disseminating materials
  - Assist in the coordination, calendaring, planning, and execution of yearly staff-related celebrations and special events, including but not limited to events owned by the Party Planning Committee (PPC): Birthdays, 5-Year Anniversaries, Staff Departures, V.I.P. Party, Annual Staff Retreat, Staff Lunches, and Staff Day Away
  - Assist with Agency communication, calendaring, and preparation for staff trainings including coordinating reservations of meeting rooms, ordering food, and preparing training materials as needed
- **Purchase Office Supplies**
    - Coordinate with the Operations Manager to inventory on a weekly basis, and purchase office supplies adhering to budget, put away/organize, and replenish office supplies on a monthly basis. This includes: general supplies, program-specific supplies, kitchen supplies, print cartridges and toner for the copy machine, postage.
    - Replenish snacks in kitchen on a monthly basis, in addition to other team building resources as needed
  - **Maintain Overall Office Appearance and Cleanliness**
    - Keep the front office (upstairs and downstairs) looking clean, presentable and professional at all times
    - Open the blinds in the morning and close at the end of the day
    - Coordinate with agency leadership to commission and hang FLY client art in the SMC office, SCC downstairs office space, and expansion locations
    - Maintain youth resource boards in all counties
    - Identify, propose, and implement infrastructure changes as needed in all office locations

*\*May include other duties as needed and assigned*



## **Organizational Duties:**

- **Uplift FLY Morale**
  - Maintain a fun, positive and hardworking ethic while interfacing any FLY staff, volunteers, stakeholders and/or clients
  
- **Acknowledge and Support FLY's Culture**
  - Adhere to all FLY policies and procedures
  - Maintain personal balance and be receptive to perceptions of imbalance; voice concern if assistance is needed
  - Seek out and participate in personal and professional development opportunities
  - Adhere to, uphold, and incorporate FLY's values into all relations with youth, staff, and community stakeholders/volunteers:
    - Caring
    - Change Agents
    - Diversity/Creativity
    - Respect
    - Commitment (Non-Judgmental & Unconditional Love)
    - Responsibility/Accountability
    - Professionalism

## **Qualification and Competency Requirements**

### *Positional Competencies – required for our Operations Assistant*

- **Office/Operations Assistant Experience and Education:** At least 1-3 years of Office/Operations Assistant experience in a nonprofit or business setting is preferred. A Bachelor's degree is preferred in a related field. Work or volunteer experience with underserved and disadvantaged youth is a plus.
  
- **Strong Communication Skills:** Exceptional oral and written communication skills including the demonstrated ability to research, assimilate and analyze information, compose documents, and present data in a clear and concise manner to appropriate personnel.
  
- **Relationship-building:** Ability to initiate, develop and maintain trusting relationships in a short period of time with vendors, those representing the juvenile justice system, other key external stakeholders, and FLY volunteers and staff.



- **Computer Skills**: Experience with Microsoft Office; HR and Information Management databases preferred; Google tools (Docs, Calendar, Gmail) for organization-wide communication and utilization.
- **Strategic Thinking & Project Implementation**: Thinks strategically when setting priorities and making decisions in light of competing priorities. Able to prioritize and execute on multiple projects across departments on an ongoing basis, track progress toward goals and meet deadlines.
- **Planning, Organizing & Stewardship of Resources**: Defines tasks and milestones to achieve objectives while ensuring the optimal, efficient and sustainable use of all resources and assets to meet those objectives.

*Organizational Competencies – required at FLY*

- **System-wide Thinking**: Builds vision guided by the Strategic Plan and the needs of youth being served. Uses role to champion FLY’s strategic vision internally and externally. Strategizes and implements rather than just completes tasks.
- **Growth Mindset**: Expressed alignment with FLY’s Theory of Change model and its ability to drive outcomes and success. Possess the belief that all people are capable of change and that “all our children deserve a chance to become more than their past mistakes.”
- **Decisive & Accountable**: Well-honed ability to anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate solutions. Be accountable to the Operations Department and the FLY Team.
- **Emotionally Intelligent & Culturally Responsive**: Aware of and able to be aware of one’s own emotions, perspectives, and beliefs, as well as respond respectfully to those of others. Ability to adapt to change and respect differences in a diverse environment.
- **Availability** for occasional evening work and for travel as needed.

***The Operations Assistant is a full-time, non-exempt position. Compensation is commensurate with experience and education. Interested applicants please submit your Cover Letter and Resume to [jobs@flyprogram.org](mailto:jobs@flyprogram.org).***