

Los Angeles Mission, Inc.
Job Description

Job Title: Operations Assistant
Department: Operations
Reports to: Operations Coordinator
FLSA Status: Regular, Full-Time, Non Exempt
Prepared by: Human Resources Department
Prepared Date: Revised May 2020

SUMMARY:

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Coordinates activities of workers concerned with receiving, storing, and distribution of donations. Supervises personal hygiene services, clothing for guests of facility, program participants, and monitors baggage room services by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Track where all GIK donations throughout the organization.
- Practice GIK receipting practices daily per policy.
- Stores and ships recyclable incoming donated items.
- Maintain a working relationship with warehouse personnel
- Supply laundry rooms in the men and women center with the needed product for use.
- Maintain effective use of distributed items for departmental needs.
- Assist Operations Coordinator in overseeing daytime and evening operational needs.
- Conduct daily devotional/prayer time with students.
- Assist with all aspects of the loading dock under the direction of the Operational Coordinator.
- Keep the loading dock and dock area clean and free from trash and debris at all times.
- Maintain cleanliness of work assignment areas and ensure fully stocked at all times.
- Responsible for cleaning commercial and small dryers located in the laundry rooms.
- Oversee and assure students report to their training assignments; guest laundry, guest clothing, the dock, program clothing, and baggage room.
- Provide excellent customer service to donors, volunteers, and guests.
- Adapt to the flexibility when needed.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

N/A

QUALIFICATIONS:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and EXPERIENCE:

High school diploma or GED and one to three months related experience and or training.

TECHNOLOGY SKILLS:

Computer literacy is required. Must minimally be able to operate Microsoft Word, Excel, or other spreadsheet software, Microsoft Outlook, and internet-based applications like Paychex Workforce Now Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization. Bilingual, English/Spanish preferred.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide into all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS:

Current driver's license and insurance.

LOS ANGELES MISSION EVENTS:

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving, and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include distance vision, color vision, and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job in a Gospel Rescue Mission on skid row. While performing the duties of this job, the employee is occasionally exposed to a disagreeable element such as noise, heat, dust, or cold. The employee is regularly exposed to some abuse from angry guests. The employee is regularly exposed to some risk of infectious disease from the guest of the facility, exposure to TB, and other respiratory diseases. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

I understand the above job description and agree to comply with and be subject to its conditions. I understand that the company reserves the right to delegate, remove, expand, or change any responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above tasks with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date