



Main Office
405 N. Elm Street, Lumberton, NC 28358
910.277.3500 scapnc.org

JOB DESCRIPTION

Title: Operations Administrator

Status: Exempt

Terms: Full-Time; Monday-Friday 8:30-5pm

Reports To: Chief Operating Officer

Job Summary: The Operations Administrator is responsible for drafting, reviewing, and administering agency policies and procedures, training and development, safety policies and facility quality control checks, employee engagement, performance evaluations, and retirement requests. He/she may also assist the Chief Operating Officer in various HR related projects.

Essential Duties and Responsibilities:

- Strong initiative in preparing special projects and programs. Ensure all operations are carried out in an appropriate and cost effective way;
- Develop agency reports as it relates to HR, compliance, and operations;
- Familiar with business acumen to improve operational management systems, processes, and best practices. Develop, implement, and maintain quality assurance protocols;
- Conduct new hire orientation in the absence of HR Coordinators;
- Complete and process employee verifications;
- Data entry of employee records in HRIS;
- Provide required data for auditors pertaining to retirement. Process retirement hardships, withdrawals, and/or loans within guidelines;

- Attend HR related workshops and conferences;
- Formulate strategic and operational objectives to improve operations, employee engagement, and customer service. Increase the efficiency of existing processes and procedures to enhance the agency's internal operations.

General Knowledge/Skill Requirements:

- Ability to work independently and meet deadlines
- Exceptional proven organizational and time management skills
- Solid knowledge of Microsoft Office and navigating skills
- Strong communication skills (both written and verbal)
- Attentive to detail; understanding the importance of accuracy
- Maintain strong confidentiality of agency documentation and matters
- Team player, reliable, trustworthy, flexibility and adaptability to change
- Good judgement and decision-making skills
- Proficiency in conflict management and business negotiation processes
- Multi-tasking of diverse projects
- Foster working relationships with staff/co-workers

Work Experience Requirements:

- A minimum of two to three years of experience working in human resources, operations or related field
- Working knowledge of GMS Accounting and HR systems and Child Plus preferred
- Experience dealing with diverse work groups
- Experience facilitating trainings, special projects and programs which requires strong initiative and work ethic

Education Requirements:

- Bachelor's Degree in Business Administration, Human Resources, Human Services, Operations Management or related degree and one to three years related Operations and/or Human Resources experience

Equal Employment Employer