



Achieving the Dream™

## Administrative Operations Specialist

### Job Description

#### **Job Overview**

The Administrative Operations Specialist is responsible for providing varied, complex, and confidential administrative and project-level support to ATD's Operations team. The Operations team is comprised of Marketing and Communications, Human Resources, Information Technology, Finance, and Operations. This position serves as a floater across all Operations team functions. This position reports to the Chief Human Resources Officer.

#### **Duties and Responsibilities**

##### **Operations Team Leader Support (95%)**

- Researches and prepares materials on a variety of matters for internal or external audiences.
- Schedules and organizes meetings, conferences, and special events as requested.
- Creates and maintains files, reviews drafts, and finished documents for accuracy and grammar, including documents of a sensitive or confidential nature.
- Utilizes knowledge and understanding of underlying operational issues to assist in administrative problem-solving.
- Identify and develop standard operating procedures (SOPs) for key areas within the area of operation.
- Independently composes and edits correspondence, reports, and documents for final approval by the manager.
- Compiles, analyzes, and summarizes data from multiple sources to create documents, reports, and presentations.
- Maintains knowledge of ATD policies, processes, and procedures to ensure administrative efficiency.
- Tracks and follows up regarding a variety of operation team action items or work activities as delegated.
- Maintains ATD master calendar and stays abreast of immediate and long-term commitments and plans.
- Identifies conflicts, flags problems for intervention and corrects course as appropriate.

##### **Other (5%)**

- Participates in meetings, committees, and workgroups as requested.
- Serves as backup and supports the Executive Assistant and other administrative coordinators or teams as requested.



- Performs other duties as assigned.

### **Skills/Qualifications/Experience**

- Associates degree or 3-4 years equivalent combination of education and experience working in an administrative capacity supporting a team and mid to senior level managers.
- Ability to exercise initiative and good judgment and maintain effective working relationships with colleagues.
- Ability to exercise professional judgment, confidentiality, and discretion.
- Ability to read and interpret written material and compile data and prepare reports with attention to detail and accuracy.
- Strong organizational skills with the ability to manage projects and meet deadlines.
- Effective communication, including speaking, writing, and editing skills.
- Flexible with the ability to serve as a resource to team members and staff.
- Strong analytical, time management, and organizational skills.
- Advanced knowledge of Microsoft Office Suite, including Microsoft Outlook, Word, Excel, and PowerPoint is required.

### **Core Competencies**

- **Collaboration:** Demonstrates respect, humility, and willingness to collaborate when seeking to understand others and making decisions.
- **Disciplined Execution:** Can break down big picture work goals into management tasks; has the foresight to anticipate potential roadblocks to ensure timely completion of tasks and projects.
- **Effective Communication:** Ability to actively listen and thoughtfully question to create greater understanding and to offer insights that advance problem-solving.
- **Learning Orientation:** Embraces challenges, new ideas, and different perspectives as an opportunity to learn; continually seeks out and applies new learning to activate change or improvements.
- **Systems Thinking:** Defines the system and one's role in the system. Sees relationships and the dynamic elements of the holistic system and executes work accordingly. Influences the system and maps connections to ATD's external landscape.
- **Change Agent:** Serves as an agent of change at a personal, team, and organizational level to pursue outcomes for students. Adapts as the environment changes, while managing associated risks. Motivates staff, team, organization, and partners to activate the change needed to advance defined priorities.
- **Culturally Competent:** Models appreciative inquiry to gain an understanding and awareness of others' cultural identity and practices. Creates safe and constructive forums for sharing diverse perspectives and opinions.



- **Emotional Intelligence:** Demonstrates self-awareness and self-regulation and recognizes the impact of personal behavior on others.

### **Position Details**

<b>Position Type:</b>	Full Time, Exempt
<b>Salary Grade:</b>	5
<b>Reports To:</b>	Chief Human Resources Officer
<b>Work Location:</b>	Silver Spring, Maryland
<b>Level of Travel Required:</b>	Minimal

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this position.

### **Equal Opportunity Employer**

Achieving the Dream attracts, develops, and retains highly qualified and diverse individuals. ATD is committed to creating and maintaining a diverse work environment and is proud to be an equal opportunity employer. Employment policies and decisions at ATD are based upon merit, qualifications, performance, and business needs. All qualified candidates will receive consideration for employment without regard to age, race, color, national origin, gender (including pregnancy, childbirth or medical conditions related to pregnancy or childbirth), gender identity or expression, religion, physical or mental disability, medical condition, legally-protected genetic information, marital status, veteran status, or sexual orientation.