



**Position Title:** Operations Support Staff  
**Department:** Operations  
**Exemption:** Non-exempt  
**Supervisor:** Operations Manager and Shift Coordinator

### **Job Summary:**

Operations Support staff contribute to the day-to-day operations of the Center by following set policies and procedures, providing customer service to Veterans and staff. Staff also enforce security procedures and respond to emergency situation following guidelines. Staff are also required to maintain the integrity of logs, as well as to maintain records and procedures in order to adequately safeguard Veteran property and confidentiality. Primary responsibility for the safety, security and customer service of NECHV. This may include such varied duties as food service, safe food handling or delivery, basic repair / maintenance of the facility, cleaning of areas such as walkways, stairs, elevators, toilets, or other areas. Moving furniture may be involved. **This position is considered Essential Personnel and may be required to work during times of inclement weather and emergencies.**

### **Primary Responsibilities:**

- Enforce all Center policies and regulations uniformly, leaving any interpretation to the shift coordinator.
- Ensure a safe, secure environment which allows for the privacy, dignity and well-being of Veteran residents.
- Serve as point of contact for Veteran complaints and make corrective action recommendations to the shift coordinator.
- Greet guests, staff and Veterans as they enter the building in a polite, professional manner.
- Attend to the needs of all those who frequent or telephone the Center.
- Provide support to volunteer and donor events.
- Assist the on-site supervisor for medical, fire or police emergencies.
- Enforce all safety regulations and initiate the immediate rectifying of any safety hazards.
- Investigate incidents and unusual happenings, and perform emergent mediation/de-escalation as required.
- Perform fire and security patrols as well as perimeter tours.
- Assume duties of on-site supervisor in the absence of a more senior staff member.
- Staff the various access points as required, including controlling access and checking ID badges.
- Report any safety or security problems immediately to the shift coordinator and follow-up with the required reports.
- Assist in the training of new staff.
- Input weekly Veteran volunteer hours.
- Properly file all administrative paperwork and ensure the highest standard of Veteran confidentiality is maintained. Document any incidents that may occur.



**Job Duties may include:**

- Responsible for the smooth operation of the Center functions, equipment and implementation of preventative programs developed by the Operations Department
- Driving of company vehicle to transport employees and Veterans, as needed
- Assist in all emergency situations
- General use of tools and equipment
- General maintenance work
- General cleaning or other tasks as needed or assigned by Coordinator

**Education/Preferred Experience:**

- High School diploma or GED equivalent required
- Valid Massachusetts Driver's License, strongly preferred
- Serve-Safe experience preferred
- CPR / First Aid Certification preferred

**Essential Functions:**

- Must be committed to a strong customer service philosophy.
- Must be able to move and lift 50 lbs.
- Must be able to stand for extended periods of time
- Must be able to navigate 9 flights of stairs
- Must be able to bend and squat
- Must be able to operate a combination Nextel radio and cellular telephone.

**Other skills/experience necessary:**

- Demonstrate excellent interpersonal skills needed to interact with all levels of internal personnel and external entities, including management, visitors and Veterans.
- Must be a self-motivated individual with the ability to function in a complex environment with limited supervision and direction.
- Must be able to handle multiple, complex tasks and priorities.
- Must have strong analytical and investigative skills and be able to resolve Veteran conflicts.
- Must have basic computer skills, in order to learn the Veteran database, record keeping, email and word processing
- Must be a dedicated team player and comfortable working in an open, highly collaborative, diverse environment