



**Job Title:** Operations Support Specialist

**Location:** Serving Older Adults of Southeast Wisconsin, Inc. (SOA)

## About SOA:

Are you looking for a rewarding career in a casual, fun, and mission-driven organization? At Serving Older Adults of Southeast Wisconsin (SOA), we are dedicated to enhancing the lives of older adults within our community. We manage five Senior Centers in Milwaukee County, providing educational, social, and recreational activities to older adults, including daily lunch services. Our innovative program, Tech Connect for Older Adults, helps participants meet their technology needs. If you're passionate about making a difference and thrive in a collaborative, results-oriented, and community-focused environment, this may be the role for you.

Learn more about SOA by visiting our [website](#) or our [Facebook page](#).

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## Job Duties:

- **Process Optimization:** Analyze operational processes and recommend improvements to streamline workflows and enhance efficiency (deposits, purchase orders, check requests etc.).
  - **Operational Support:** Assist in the coordination of daily operations by providing support to various teams, ensuring compliance with company policies and procedures.
  - **Monthly Program Reporting:** Maintain and update participant database as needed, pull and analyze data for reporting purposes, prepare monthly and semi-annual reports for Milwaukee County.
  - **Technology Liaison:** Serve as liaison between staff and outside IT consultant.
  - **Problem-Solving and Troubleshooting:** Identify operational challenges and collaborate with relevant departments to resolve issues and ensure smooth functioning.
  - **Training and Onboarding:** Assist with the onboarding process for new employees, providing training on operational systems, processes, and company protocols.
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## Required Skills and Qualifications:

- **Organizational Skills:** Strong ability to prioritize tasks and manage time efficiently in a fast-paced environment.
- **Communication Skills:** Excellent verbal and written communication skills, with the ability to interact effectively with both internal teams and external partners.
- **Analytical Skills:** Ability to analyze data, identify trends, and propose actionable solutions to improve operations.
- **Problem-Solving Abilities:** Strong critical thinking skills to troubleshoot operational issues and provide effective solutions.
- **Attention to Detail:** High degree of accuracy in managing data, reports, and operational communications.

- **Technology Proficiency:** Comfortable using productivity tools such as Microsoft Office (Excel, Word, PowerPoint) and project management software.
  - **Team Collaboration:** Ability to work effectively in a collaborative environment and manage multiple tasks simultaneously.
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### **Preferred Qualifications:**

- **Experience:** Prior experience in an operations or administrative support role is preferred.
  - **Industry Knowledge:** Familiarity with non-profit organizations a plus.
  - **Project Management:** Experience using project management tools or techniques is desirable.
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### **Additional Requirements:**

- Valid driver's license, access to a vehicle, and adequate vehicle insurance are required for travel between locations.
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### **Tools and Equipment Used:**

- Smart phones, tablets, laptop computers, projectors and smart televisions.
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### **Physical Demands:**

- While performing essential functions of this job, the employee is frequently required to sit, talk, or hear.
  - Occasional walking, use of hands/fingers to handle objects, and reaching with hands or arms.
  - Ability to lift and move up to 20 pounds occasionally.
  - This position requires travel, and the employee must be able to drive a vehicle.
  - Specific vision abilities required include close vision and the ability to adjust focus.
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### **Work Environment:**

- The work environment is typically moderately quiet, with a focus on a supportive and collaborative atmosphere.
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**SOA is an equal opportunity employer.** We value diversity and are committed to providing a workplace free of discrimination. In evaluating candidates, we consider a combination of education, training, and experience that provides the necessary knowledge, skills, and abilities to perform the essential duties of this role.