

PAL CENTER

Operations Assistant Job Description

Job Title: Operations Assistant

Organization: Pal Center

Location: Redwood City, CA

Position Type: Part-Time (Grant Based)

About Us:

Pal Center is dedicated to serving the needs of our local community by providing essential programs focused on mentorship, wellness, and education to youth and families. We are committed to fostering a culture of inclusivity, compassion, and empowerment for the Redwood City and North Fair Oaks communities.

Position Overview:

As the Operations Assistant, you will be pivotal in supporting detailed functionalities of our organization's administrative and operational functions. You will be the primary point of contact for external stakeholders coming into our front lobby for internal information dissemination and for providing direct support to the Operations Manager, facilitating all efficient operations within the organization required by the department.

Key Responsibilities:

Office Management:

- Execute the day-to-day office operations, including managing office supplies, equipment, and front desk needs.
- Maintain a welcoming, vibrant, and organized front lobby environment for staff, volunteers, participants, and visitors.
- Order and restock supplies around the facility
- Lead distribution efforts of supplies and materials ordered
- Support all facility inventory tasks and address needs as required

Administrative Support:

- Manage incoming and outgoing correspondence, including emails, phone calls, and mail
- Assist with scheduling appointments, meetings, and events for staff and leadership team members
- Prepare and distribute documents, reports, and presentations as needed
- Assist with all data entry needs

- Maintain accurate records and databases, ensuring data integrity and confidentiality for Youth and Adult Programs
- Support with returning calls to voicemail inquiries
- Preparing, organizing, and storing paper and electronic files
- Support registrations for programming as needed
- Continue supportive daily clerical duties
- Support donor deliverables as needed and directed by the supervisor
- Assist with distribution and delivery of purchased supplies.

Team Support:

- Provide support to various departments or teams within the organization as directed by the Operations Manager.
- Coordinate team meetings, convenings, events, and follow-up actions.
- Assist with onboarding new staff and volunteers, including orientation and training logistics.

Community Building:

- Hold community office hours for guests
- Update the front lobby slide and organize all outreach materials
- Serve as a friendly and knowledgeable point of contact for all program and event information to all community members, donors, and partners who visit or contact the organization.
- Assist with community outreach efforts, including event planning, promotional activities, and social media management.
- Support and update the master calendar with all programs and events
- Support with internal event planning, communication, and follow-up when necessary
- Support with cultivating, maintaining, and engaging volunteers
- Manage the front lobby as a welcoming space by showcasing organizational values and projects and an information desk. This should include the management of a guest check-in-and-out system.

Qualifications:

- High school diploma or equivalent; associate's or bachelor's degree preferred.
- Proven experience in administrative or operations support roles, preferably in a non-profit or community organization setting.
- Excellent organizational and time management skills, with the ability to prioritize tasks effectively.
- Strong communication skills, both written and verbal, with a friendly and professional demeanor.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office software.

- Ability to work independently with minimal supervision and as part of a collaborative team.
- Commitment to the mission and values of Pal Center.

Benefits:

- \$24-\$28 Hourly Wage
- Opportunities for professional development and growth within the organization.
- Meaningful work contributing to the betterment of the local community.

How to Apply:

Please submit your resume and a cover letter outlining your qualifications and interest in the Operations Assistant position at Pal Center. Applications can be emailed to Jade@redwoodcitypal.org with the subject line "Office Lead Application."

Pal Center is an equal-opportunity employer committed to diversity and inclusion in the workplace. We encourage individuals from all backgrounds to apply.