



Operation Specialist II

Direct Report: Human Resource and Operation Manager

Status: Full Time; Exempt with benefits: Blue Cross Medical/Dental/Vision, 403(b) retirement plan, Holidays, 4 weeks Paid Time Off, 10 weeks paid Parental leave

Salary: \$49,000

Alternatives Overview

Our mission is to inspire young people to create a just future through practices that heal individuals, restore communities, and transform systems. Since 1971, Alternatives has modeled innovative alternatives to the status quo in Chicago's youth services field. Our school and community-based therapy, prevention and leadership development programs support young people to individually and collectively address causes of substance abuse, grief and trauma while building social-emotional, career and social change skills. In addition to working directly with young people, we train, coach and advocate for youth-serving institutions like Chicago Public Schools to be restorative and trauma-informed.

Position Overview

The Operation Specialist will provide day-to-day facilities operations as well as communication and implementation of operations' policies and procedures. This position is not limited to, performing reception, data entry, and other duties assigned by the Human Resource and Operation Manager

Responsibilities:

Perform the following from a racial, gender, sexuality, and ability equity lens:

- Provide reception and office coverage Monday through Friday.
- Assist guests and callers in providing general program information upon request.
- Assist with the day-to-day operations of all Alternatives offices, including mail delivery, tracking inventory, cleaning services, pest control, supply purchases, and facilities move.
- Open and close the facility
- Maintain office machines and provide support for, (fax, copies, mail meter, main phones)
- Organize and maintain administrative filing, which includes agency forms, correspondence, billing forms
- Maintain the physical appearance including the waiting area, work areas and conference rooms.
- Assist with the day-to-day operations of all Alternatives offices, including mail delivery, tracking inventory, cleaning services, pest control, supply purchases, and facilities move.
- Support the organizations' Billing, including inputting data for billing (DASA, Molina, BCBS etc.)
- Coordinate collection and tracking of agency fees.

- Actively participate in all agency meetings, weekly supervision, and professional development trainings
- Demonstrate knowledge of Alternatives, Inc. policies, practices, and services
- Represent Alternatives at relevant forums and events as assigned\
- Participate in Alternatives' fundraising initiatives
- Complete in a timely fashion all other tasks as assigned
- Assist guests and callers in providing general program information upon request.

Qualifications:

1. High School Diploma or 2 years of experience with operations .
2. Interest and commitment to working in a community-based youth service organization.
3. Experience in communicating with varying levels of audiences
4. Excellent verbal and written communication skills
5. Ability to make recommendations to effectively resolve problems or issues by using judgment that is consistent with the standards, practices, policies, procedures and federal, state, and local regulations
6. Ability to prioritize and efficiently execute a high volume and broad scope of tasks within tight deadlines, competing demands and changes in the work environment
7. Ability to deal with frequent interruptions, changes, delays, or unexpected events
8. Strong sense of business ethics including the ability to appropriately handle confidential information
9. Strong organizational, analytical, and problem-solving skills
10. Consistently learning and working within the following frameworks: Anti-oppression, Positive Youth Development, Trauma-informed and Balanced and Restorative Justice.
11. The COVID vaccine is mandatory for all employees to the full extent permissible under applicable law

Please send a copy of your Resume and Cover Letter to Careers@alternativesyouth.org

Alternatives, Incorporated is an Affirmative Action and Equal Opportunity Employer.

Applicants of the communities we serve are strongly encouraged to apply.