

Operations Assistant

Reports To: Director of Operations

Department: Operations

Classification: Non-exempt

Compensation range: \$16 - \$18 per hour / 20-25 hours per week

Job Summary:

The Operations Assistant provides a high level of customer service during each school's planning and ordering of Read To Them programs and provides support along each step in the process.

Key Responsibilities:

- Packaging and shipping promotional materials to schools.
- Managing inventory of promotional materials and shipping supplies.
- Follow up with publisher shipments to schools by collecting and tracking shipping information, including communicating with school contacts regarding shipping status.
- Contribute to the creation and editing of school correspondence, such as estimates and invoices, and ordering books.
- Review leads and specific customer requests to ensure excellent customer service and customer experience.
- Provide day-to-day programmatic, operational, and administrative matters and/or general problem resolution for individual school contacts.
- Resolve conflicts and provide solutions to customers in a timely manner.
- Act as the liaison between customers and internal teams.
- Acquire a working knowledge of titles on our program book list.
- Responsible for answering phones, emails, and requests from website.
- Attend staff meetings as requested.

Requirements:

- Attention to detail while completing tasks
- Ability to lift and move 25lbs
- Pleasant tone in written and verbal communication
- Proficient in Google Suite: Gmail, Docs, Sheets
- Willingness to learn other platforms: UPS Shipping and Salesforce

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.