

**EMPLOYMENT POSITION:** OPERATIONS ASSISTANT

**DIRECT REPORT:** Stuhr Museum Foundation Executive Director

This position is responsible for welcoming visitors by greeting them, in person or on the telephone, providing answers, connecting inquiries with appropriate personnel, and providing ongoing assistance to the executive director and Foundation team as assigned. This is an active, guest and staff-facing support role that is critical to our mission.

Successful candidates are high-level communicators who are bright, energetic, friendly, polite, reliable, and able to engage a diverse audience while multi-tasking and remaining self-motivated.

**PRINCIPLE CUSTOMER RELATIONS RESPONSIBILITIES:**

- First point of contact on all phone calls coming into the Museum and the Foundation
- Serves staff, visitors, members, and donors by greeting, welcoming, and directing them appropriately; notifies organizational personnel of visitor arrival; maintains telecommunications system under the supervision of the Assistant Director
- Serves as the point of contact for all telecommunications operations and issues for the entire campus under the supervision of Assistant Direction
- Serves as the point of contact for all Foundation office equipment operations

**PRINCIPLE ADMINISTRATIVE RESPONSIBILITIES:**

- Track and effectively document workflow via donor/prospect database
- Maintain paper and digital filing system for donor records in coordination with Foundation team
- Provide back-up maintenance and support for donor/prospect database
- Act as the lead in completing Foundation mailings and mail merges
- Monitor office supplies inventory and proactively order necessary supplies in anticipation of upcoming print projects and mailings
- Provides workload overflow assistance to team as needed
- Consistently adheres to project timelines and deadlines
- Contributes to team effort by accomplishing related results as needed

**KNOWLEDGE, SKILLS & EXPERIENCE:**

Phone Skills, Strong Verbal & Written Communication Skills, Microsoft Office Suite, Listening Skills, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Self-Motivated, Strong Attention to Detail, Ability to Follow Written & Verbal Instructions, Team Player

**PHYSICAL REQUIREMENTS:**

This position requires sitting for long periods of time but may require the ability to walk, stand, stoop, squat or drive various periods. Must be able to lift/move objects up to 25 lbs. and work for 8 hours standing. Must be willing to work evenings and weekends during special Foundation events.

**QUALIFICATIONS:**

- Associate's degree in business/communications or related field or 2 years' experience and/or equivalent in education and experience
- Must possess a propensity to deliver extraordinary customer service
- Enthusiastic, outgoing and able to work effectively in a team environment
- Excellent verbal/written communication and interpersonal skills
- Strong computer skills; proficiency in a Windows operating system
- Capable of working independently, managing time effectively, meeting deadlines, multi-tasking and paying attention to detail
- Bilingual welcome (wage differential potential)
- Must have reliable transportation, a valid Nebraska driver's license
- Must be available and able to work outside traditional office hours, including some evenings, weekends and holidays

**WAGE AND BENEFITS:**

Hourly pay commensurate with experience and payable bi-weekly with the potential for bilingual language differential implemented following successful formal oral and written testing. Benefits include vision, AD&D and long-term disability insurance, 403b retirement plan, 11 paid holidays, accrued vacation and sick leave administered according to Employee Handbook.