

**Habitat for Humanity Lee and Hendry Counties
Position Description**

Position Title: Operations Assistant	Full Time <u>√</u> or Part Time ____
Employee Name:	Hourly <u>√</u> or Salaried ____
Team: Construction	Revision Date: 02/23/2018
Supervisor Title: Director of Operations, Construction	Approved By:

Primary Responsibilities:

The **Operations Assistant** handles and is responsible for all day-to-day task as needed. The **Assistant** is expected to coordinate the Warranty Department by managing all warranty request. The person holding this position is expected to provide excellent customer service to our homeowners, display professional habits, use their time wisely, and be courteous and polite with all whom they work with. Flexibility and a positive attitude are required.

The **Operations Assistant** reports directly to the Operations Manager and is an integral part of the construction team. This position works closely, on a daily basis, with the Warranty Manager, the Operations Manager and the VP of Construction. The **Assistant** is expected to work Tuesday – Friday, 6:30 – 5:00 p.m.

Specific Duties & Responsibilities:

- Effectively coordinates Warranty issues from Homeowners and work orders for Rental Properties
- Provide great customer service to homeowners throughout the warranty request
- Manage fleet inventory
- Assist with permitting forms as needed
- Pick up and Drop off documents as needed
- Manage all day to day office functions
- Support Construction team with daily activities: Ordering shirts, refilling first aid kits, updating weekly schedule board, etc.
- Assist with folders in SharePoint (creating files, adding job numbers, updating closed files)
- Assist with maintaining construction files
- Scanning documents into SharePoint folder
- Compile warranty packages
- Upload/Manage all FGB documents in DropBox
- Scan warranty tickets & manage tracking database

- Manage subcontractor files
- Call in locates for all construction sites
- Manage MOW list and violations
- Manage job photos
- Provide VP with development assistance on new communities

Necessary Personal/Professional Characteristics:

- Problem Solver
- Ability to take initiative
- Strong work ethic (Setting & achieving goals)
- Self-Motivated (works efficiently with little direction)
- Dependable (consistently following through with tasks)
- Effective Communicator
- Ability to take ownership

Qualifications/Requirements:

- High school diploma or GED required
- Associate's degree or applicable work experience preferred
- Two to four years of construction experience, residential construction preferred
- Valid driver's license
- Attention to detail
- Strong organizational skills
- Basic computer skills required
- Ability to work Tuesday –Saturday
- Bilingual a Plus
- Customer Service

Job Type: Full-time

Required experience: 2 years in Construction

Required license or certification: Driver's License