



**Arlington Neighborhood Village**

*Neighbors Helping Neighbors Age in Place*

ANVarlington.org

## **Operations Specialist**

Arlington Neighborhood Village (ANV) is a volunteer-driven non-profit organization, serving residents 55 and older in Arlington County, VA. ANV's mission is to enable its members to continue living in their own homes as they age – safely, independently, and with an enhanced quality of life – by providing access to support services and social opportunities. For an annual fee, members have access to a variety of volunteer-provided services such as transportation and minor home-maintenance, as well as social, educational and wellness programs.

### **Description**

**Summary:** Under the supervision of the Member Services Director (MSD), the Operations Specialist (OS) provides a wide range of services in the ANV office. Most importantly, the OS is thoroughly familiar with ANV's member – volunteer request fulfillment, member renewal process, and ANV database management. These are all functions that create an environment where ANV can effectively and efficiently provide services to its members and volunteers. The OS works with and supports other members of the ANV team. This is a fulltime, on-site position with benefits; on occasion, such as during severe inclement weather, work will be done remotely.

### **Responsibilities:**

- Provide a warm and welcoming presence for ANV members and volunteers
- Be familiar with and effectively communicate ANV mission, membership, benefits and services
- Help members understand how to access ANV services, benefits and activities/events
- Listen and respond to member interests, needs and concerns
- Be thoroughly familiar with ANV technology and the ANV database and train others how to use it; perform data cleanup tasks as needed; gain familiarity with database reporting capabilities
- Support the ANV Office Corps volunteers: provide guidance and ensure correct and consistent response to member needs (this includes oversight of their use of phone, email, and database technologies to ensure complete and accurate data/information); resolve challenging service requests
- Oversee member benefits (Washington Consumer Checkbook and 55+ Program)
- Prepare and send membership renewal packets; review and forward responses to Membership Services Specialist
- Support standard office administrative functions (supply management, materials availability, etc.)
- Refer challenging and/or unusual matters to the MSD for resolution
- Keep MSD fully-informed on office operations/challenges
- Provide the occasional direct member service

## Qualifications Required

- Experience with older adults
- Strong oral and written communication skills
- Strong organizational and record-keeping skills
- Listening skills
- Demonstrated proficiency in use of a variety of office technologies, including Microsoft Office (Word, Excel, Outlook) and CRM systems
- Ability to learn new technologies

## Qualifications Desired

- Office management experience
- Experience with a non-profit / mission-driven organization
- Bachelor's degree
- Experience with telework, including use of technologies such as VPN/Remote Desktop
- Bilingual (English/Spanish)

## Compensation

Dependent upon experience, up to \$25.00/hour. ANV provides mandatory benefits, a retirement plan, a health stipend, and paid leave.

Adults of all ages and backgrounds are encouraged to apply. ANV is an equal opportunity employer. We are committed to hiring the best person for the job based on qualifications and experience and do not discriminate based on age, race, ethnicity, religion, gender, disability status, genetics, protected veteran status, sexual orientation, or gender identity or expression.

Interested candidates should email a cover letter and resume to [ExecDir@ANVarlington.org](mailto:ExecDir@ANVarlington.org) . Applications will be reviewed on a rolling basis and the position will remain posted until filled. The selected applicant will be asked to provide proof of vaccination status for COVID-19.

For more information about Arlington Neighborhood Village and its activities and programs, please visit our website [www.ANVarlington.org](http://www.ANVarlington.org).