



## **Operations Assistant (Part-time)**

Founded in 2003, GiGi's Playhouse Inc.'s mission is to change the way the world views Down syndrome and send a global message of acceptance for all. We profoundly change lives through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic or educational in nature. Each one of our programs is designed to work on specific skill development, including speech and language, literacy, socialization, and fine and gross motor skills. GiGi's Playhouse has opened over 60 locations across North America and is growing by several locations annually.

### **Job Description**

GiGi's Playhouse offers innovative programs for children and adults with Down syndrome, designed to develop confidence and the development of a broad variety of skills – educational, therapeutic and career development. Programs are 99% volunteer run. The Operations Assistant is a goal-oriented, conscientious individual who uses sound judgment and effective analytical skills to manage administrative and operational aspects of the center. Responsibilities include but are not limited to: Overall office management, donation processing and data management, financial reconciliations, expenses, and reimbursements along with supporting events, programs, and development, as needed. Staff members are the face of GiGi's Playhouse and play an essential role representing GiGi's to families, volunteers, donors, and community members. Periodic nights and weekends are required. This position is an on-site position and requires this position to be at the center during business hours.

**Location:** Brentwood, TN (On-site position)

**Reports To:** Executive Director

**To Apply:** <https://app.trinethire.com/companies/294831-gigi-s-playhouse-inc/jobs/107762-operations-assistant-part-time-gigi-s-playhouse-nashville>

**Salary:** \$20/hr

### **Essential Job Functions:**

- Administrative/Office Management
  - Responsible for the overall facility and smooth operation of the center
    - Maintain the physical appearance of the center; ensure a welcoming, clean, and safe environment for families and donors.
    - Manage basic office organization, including ordering inventory, office and program supplies
    - Maintain computer, copier, security and all electronic equipment
    - Maintain a facility punch list and schedule repairs for equipment and center when needed
    - Create and manage operations, facility, and financial SOPs
  - Manage direct interactions with visitors and front of house activities
    - Answer phones, respond promptly and professionally to all phone, e-mail and web inquiries
    - Greet and connect with all visitors to the center, including families, volunteers and donors
    - Schedule appointments with visitors to the center
    - Conduct tours of the center as needed
    - Collect and sort mail
  - Assists the Executive Director, GiGi's board members, staff, program leaders and volunteers with administrative needs as requested
  - Schedule all staff-related and other requested meetings and ensure all necessary items are ordered
  - Ability to work collaboratively and professionally with national office staff, board members, committee members, volunteers, families, and donors.

- Assists with annual events, including being on-site at event venues on event days.
- Donation Processing and Data Management
  - Track all incoming monies (receipts, secure collection deposits, etc.) per required processes, in collaboration with centralized bookkeeper and Treasurer
  - Process donations and registrations for all events
  - Data management: Enter and manage all family, program, and volunteer data into Salesforce, including timely reporting, editing, data cleanup, and maintenance
- Stewardship
  - Create and maintain a wish list for the center
  - Leverage database to process event-related donations, registrations, etc.
  - Ensure all donor acknowledgements are processed are on a timely basis
- Relationship with National Office and Local Board of Managers
  - Attend monthly Operations calls and respond appropriately to network-wide requirements from the National Office
  - Preparation of the monthly Playhouse Impact Report and share with National Office and local Board
  - Follow all national guidelines and policies as outlined in the Operations & Facility, Human Resources and Financial Health Standards of Execution (SOE) as the center strives to reach Center of Excellence on all SOEs
  - Communicate effectively with the local Board of Managers as requested

### **Competencies**

- **Teamwork**: Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.
- **Written and oral communication**: Ability to express ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- **Problem Solving**: identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; ability to be creative, open minded and flexible; works well in group problem solving situations; uses reason even when dealing with emotional topics
- **Professionalism**: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality Management**: Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Planning/Organizing**: Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Customer Service**: Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Initiative and Work Ethic**: Volunteers readily; Seeks increased responsibilities; Takes independent actions and calculated risks; possesses a strong willingness to work hard and sometimes long hours to get the job done. Has a track record of working hard.
- **Technical Skills**: Assess own strengths and weaknesses; strives to continuously build knowledge and skills related to technical tools.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** At least two years of experience supporting operations, development, or an executive in an administrative capacity. Experience in nonprofit preferred.
- **Language Skills:** Ability to write correspondence and effectively present information in one-on-one and group situations. Bilingual in Spanish a plus.
- **Computer Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook). Proficiency in Canva and social media platforms: Instagram, Twitter, LinkedIn & Facebook. Ability to work proficiently in Salesforce database.
- **Certificates, Licenses, Registrations:** Not Applicable
- **Physical Demands:** Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds.
- **Work Environment:** Demonstrated commitment to fostering and maintaining an environment of diversity, inclusion, and belonging. This role requires extensive engagement with families, GiGi's national office, board members, and the community both in-person and via the phone. Occasional local travel is required. This role requires you to attend GiGi's special events, community/service fairs, and the annual national conference held in Chicago. All travel will be reimbursed. Must have a valid driver's license.

**GiGi's Playhouse Core Values:** GiGi's challenges all staff and volunteers to embody the following core values:

- **Enthusiasm:** Bringing positive, high energy to our work
- **Best of All:** Always looking to improve in all that we do. Challenge yourself every day.
- **Get It Done:** Making things happen and blasting through barriers when needed; figure it out together.
- **Believe:** Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
- **Locally Concerned, Enterprise Minded:** To best serve our local communities, we share best practices and have the humility to leverage the collective learnings from across the GiGi's network.

***The duties listed in this job description may not be inclusive of all requirements of this position. Other duties may be assigned by your supervisor.***

**ACKNOWLEDGED:**

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***Employee Signature***

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***Date***

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***Print Name***