

## JOB DESCRIPTION

**Job Title:** Operations Specialist / Full Time  
**Date Revised:** January 28, 2026

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### **General Purpose:**

The Operations Specialist will perform a wide range of administrative and office support activities for the organization, will conduct themselves in a professional, courteous, and helpful manner at various events and through a variety of media, including the association's website, email blasts.

Works with HCC committees, other associations and public entities. Available to work before and after hours and some weekends to help set up events HCC. (Gala, Golf, Clay, trade shows, and monthly dinner meetings)

Experience providing confidential administrative support in a high-profile environment with tact and diplomacy; proven ability to work across a variety of projects and with diverse constituencies; flexibility, adaptability and ability to work in a changing environment required. An eye for detail and ability to proofread all content before it gets published. Should be interested in working in a non-profit environment.

### **Essential Functions and Responsibilities:**

- Maintain the association's database (MemberZone), website accounts to include updating content, collecting graphics, logos and written materials.
- Assist members in setting up and maintaining their MemberZone account and profile
- Create invoices for dues and events through Memberzone
- Responsible for collections on open invoices
- Process credit card payments via Authorize.net and assist with monthly payment reconciliation and reports
- Reconcile event registrations via Memberzone to eliminate duplicates or incompletes
- Basic bookkeeping tasks, such as: monthly reconciliation, recording payments, etc.
- Answer, screen and transfer inbound phone calls
- Receive and direct visitors and clients
- Open, sort and distribute incoming correspondence
- Maintain electronic and hard copy filing system
- Make reminder phone calls and emails regarding meetings and events
- Prepare written responses to routine inquiries
- Prepare and modify documents including correspondence, reports, drafts, memos and emails
- Assist in developing, proofreading and distributing event flyers & newsletters
- Maintain office supply inventories
- Coordinate maintenance of office equipment\_



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### **Skills, Abilities, Requirements:**

- Detail oriented
- Organizational skills
- Excellent oral and written communication skills
- Management techniques and people skills are essential
- Good customer service skills
- Experience with basic accounting tasks, i.e. account receivables/ payable
- Proficient in Microsoft Office, Internet Explorer, QuickBooks,
- Computer skills and familiarity with the following programs is a plus: Constant Contact, Eventbrite, Memberzone, Adobe Suite
- Proof reading skills are essential. Must be able spell check, review content/graphics to make sure information is correct, meets HCC's branding standards, looks good to the eye and reads well
- Website management skills are essential
- Must be able to prioritize work, multi-task, problem solve and meet deadlines with little supervision
- Spanish speaking and writing is a plus

### **Education and/or Experience:**

- 2-3 years of relevant administrative experience
- Experience with social media in a business environment is a bonus

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit and talk or hear
- The employee frequently spends hours at a computer composing correspondence and/or inputting data
- The employee is frequently required to stand and walk
- The employee must occasionally lift and/or move up to 50 pounds
- The noise level in the work environment is usually moderate
- The office is located on the second floor of a building without an elevator, so the employee must be able to climb stairs
- The building is a smoke free environment
- The employee may be required to work evenings and weekends occasionally.
- Hours may vary in length as you may be required to help with clean up after an event

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

**Salary COMPENSATION BENEFITS:** Target annual compensation for this position estimated to be in the range of **\$32 to \$35 per hour commensurate** with the relevant professional experience and/or advanced degrees held by the candidate.



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**HOW TO APPLY:** Inquiries and applications, including a resume, 1-2 page cover letter of interest outlining why you believe you are an excellent candidate for this position, a list of three references, should be directed electronically to [ale@hcc-diversityleader.org](mailto:ale@hcc-diversityleader.org). Applications are due by March 27, 2026. No phone calls please.

