Operations Assistant Position Description and Call for Applications

Pittsburgh Center for Creative Reuse
214 N. Lexington St. Pittsburgh, PA 15208
www.pccr.org

Quick Facts
Position title: Operations Assistant
Pay and hours: $17/hour, 20 hours per week, with the potential for growth
Benefits: Paid time off (includes personal days, sick days, and holidays), 50% staff discount in our shop, and paid professional development opportunities
Position reports to: Executive Director
Status: Hourly, Part-time, At-will, and Non-exempt
Applications due: July 17, 2023 by 11:59 PM EST

More details under “Pay and Benefits” and “Schedule Details” toward the end of this document.

Mission
We inspire creativity, conservation, and community engagement through reuse.

How we achieve our mission
We operate a non-traditional art supply shop located at the intersection of Wilkinsburg, Homewood, and Point Breeze, where people can donate used art and craft supplies, as well as shop for these unique items all in the same location. We also facilitate hands-on creative programming that educates the public about the benefits of reuse for the environment, community, and self. We see reuse as a vehicle for boosting self-confidence, learning new skills, and creating opportunity for all.

Join us and be a part of the change you wish to see in the world!

- Creative Reuse is for everyone - we are committed to creating an inclusive, accepting culture, and we strongly believe in the collective power of a diverse community. We encourage those from marginalized communities and identities to apply. We believe that different perspectives, experiences, and backgrounds are beneficial to us as a team and to the work we do for our community.
- Pittsburgh Center for Creative Reuse is a proud equal opportunity employer and encourages all qualified persons of any race, ethnicity, gender, sexual orientation, ability, religion, national origin, age, and other protected characteristics to apply.
Please remember that a job description is just a brief snapshot of an overall position, and that training is part of the on-boarding process, so if you see specific tasks or qualifications that you don’t have experience with - but you’ve got passion to learn and to contribute to our mission - please apply!

About the position

- Reporting to the Executive Director, the Operations Assistant is responsible for behind-the-scenes admin work that includes technology, volunteers and interns, office and organization, financial, communication, and development in support of the full organization. A complete understanding of organizational policies and procedures is required of the Operations Assistant as they work closely with the senior staff, shop staff, teaching artists, volunteers, and interns.
- We are seeking a creative, organized, and adaptable person who enjoys working in a small team of committed individuals who believe in the mission of Creative Reuse and the impact that reuse can have in our personal lives and greater community. While the responsibilities are outlined below, our culture supports the creativity, vision, and passions of all employees with opportunities for expanded work, professional development, and advancement.
- Job duties can vary widely from day to day based on organizational priorities as identified by the Executive Director. A healthy working life is a priority for all staff members at Creative Reuse, and tasks will be shared with clear communication and in consideration of other tasks and responsibilities.
- Above all else, we are seeking to add a member to our team who has a kind, compassionate, and collaborative communication style. This position is different from your average support position. Our work style is non-traditional, experimental, and highly reliant on each team member’s commitment to doing their job well, on time, and in line with organizational values. If you thrive in a team environment, and find that you excel when working on a large project with others, while taking care of several ongoing smaller tasks on your own, this job may be for you.

Essential Duties and Responsibilities

Supporting the team

- Assist Executive Director with day to day tasks as directed, prioritizing urgent requests
- Conduct research on organizational topics as directed by Executive Director
- Assist with onboarding new employees, interns, and volunteers
- Assist with maintenance tasks to keep our facility clean

Communication

- Provide friendly, excellent customer service via telephone, in person, and email
- Process snail mail and manage general email accounts
- Create and edit documents and other internal and external communications
Organization and Office

- Oversee virtual and physical data management, filing, and record keeping
- Ensure consistent formatting, organizational procedures, and data gathering
- Maintain communal office space and resources
- Order and restock supplies

Financial

- Generate vendor, independent contractor, and reimbursement invoices and payments
- Manage ReCreative Partners program data, invoices, and payments
- Assist with organizing weekly deposit

Technology

- Troubleshoot technology (software, hardware, printer, wifi, telephone, Dropbox, Google)
- Research and implement technology and systems upgrades
- Assist with website maintenance
- Assist with scheduling meetings and taking notes
- Ensure usability and accuracy of spreadsheets and databases

Volunteers and Interns

- Manage the administration of our internship program
- Supervise nonprofit administration interns
- Assist with the administration of our volunteer program by replying to emails, scheduling, and facilitating orientations and group sessions

Development

- Assist with administrative tasks related to individual, business, and foundation donors, such as inputting data and preparing acknowledgement letters
- Assist with grant opportunities, data collection, and reports
- Assist with fundraising efforts and event planning
- Represent Creative Reuse at community and special events

Knowledge, Skills, and Abilities

- Art, Reuse, Environment, and Community
  - Passion for the environment, creativity, and community engagement
  - Familiarity and interest in the Pittsburgh art scene, art history, contemporary art, the DIY movement, upcycling, craft traditions, and creative reuse
- Organization and Independent working
  - Strong organizational skills, attention to detail, and great multi-tasking abilities
  - Money handling and general math skills
  - Able to prioritize and manage multiple projects simultaneously
  - Able to meet deadlines and follow through on tasks
  - Able to anticipate administrative needs and take initiative
● **Working on a Team**
  ◦ Excellent communication skills
  ◦ A commitment to kindness
  ◦ Personable, friendly, and easy-going
  ◦ Able to manage conflict with grace, patience, and compassion
  ◦ Ability to handle constructive feedback and make improvements
  ◦ Ability to collaboratively discuss concerns and work as a team to find solutions
  ◦ Comfortable communicating with a variety of people with diverse perspectives and backgrounds, ideas, and styles
  ◦ Flexibility and patience with changing priorities
  ◦ Ability to work independently and with others
  ◦ Respect for confidentiality of information
  ◦ Willingness to pitch in on both complex and simple tasks as needed

● **Technology and Writing**
  ◦ Excellent writing and editing skills
  ◦ Some knowledge of, or willingness to learn, Salesforce, Quickbooks, Wordpress, Google Workspace, Dropbox, and Canva
  ◦ Basic technology skills (emails, spreadsheets, using the internet and telephone)

**Physical Demands**

● We value the lived experience and perspective that people with disabilities can bring to this position, and we encourage all to apply. We are sharing the physical demands here so that interested applicants can have an idea of what this position will look like in practice. Reasonable accommodation may be used to enable individuals with disabilities to perform the essential functions of this position.

● Most work is done on a computer in an office environment. Other work includes in person, virtual, or telephone communication, leading tours and demonstrating volunteer tasks for groups and individuals, staffing info tables at outside events, and some physical tasks such as filing paperwork and cleaning/maintenance duties. The majority of tasks can be performed seated, but some require other types of movement.

● The work environment is unique. It is a small office setting housed within a larger retail center with an attached warehouse, which is in turn housed within an even larger building with many other tenants of various types, including community organizations, retail, educational, industrial manufacturing, a dance studio, and a bike repair shop.

● The work environment can sometimes present unexpected challenges due to the nature of its location in a 100+ year old building alongside other organizations, and can include maintenance issues, dust and allergens, sounds, smells, unpredictable temperatures, and the various unexpected social situations that arise while working with the public. Our office is mostly an open floor plan, and you may be working alongside several others at the same time.
**Education/Experience requirements**
- No minimum education required.
- Experience with customer service is a strong plus.
- Must have or be able to obtain state and federal clearances for working with children.

**Successful candidates for this position have:**
- Passion for inspiring creativity, conservation, and community engagement through reuse
- Passion for effectively working and engaging with people of diverse races, ages, ethnicities, cultures, genders, sexual orientations, and abilities
- Passion for inclusion, accessibility, equity, and engagement with all segments of our community
- Commitment to respectful communication, collaboration, inclusion, and consensus-building
- Organized and punctual, with a respect for deadlines and fellow team members
- Excellent people skills, positive attitude, adaptability, and cooperative nature
- Passion for creating detail oriented systems to manage meetings, to-do lists, communications, and events

**About our Culture**
Creative Reuse is a professional but casual workplace, where ripped jeans and paint splattered hoodies are the norm. We strive for excellence at all times, but we also recognize the reality and inevitability of imperfection. When we fail, we seek to view the lessons we learn as even more valuable than a relentless pursuit of perfection.

We are caring and compassionate for each other and for our community. We take care to avoid burnout by taking breaks, taking one for the team, picking up what others have dropped, and acting as a healthy organism that shifts and adapts as it grows. We take creative risks, we support one other in our special projects, and we check in with each other during every step of the way. We include each other in our thought processes, problems, plans, successes, and failures.

When we have conflict, we are open and honest with each other while keeping in mind that we are all awesome and we all have the best intentions - and we are all playing for the same team. We use kindness and consensus building (definition: creative problem solving and collaboration) to overcome obstacles. We work through issues as a team while understanding that some high level decisions are the responsibility of the board of directors and executive leadership. We understand that the non-profit structure of our organization has certain limitations while also allowing us certain benefits - everything is a delicate balance.

Ultimately, we strive to create a work environment that people actually want to work in! Our workday is full of art, reuse projects, jokes, laughter, surprises, obscure movie references, shared treats, long winded stories, and continual learning. We make space for everyone to be heard in the style they are comfortable with. We encourage each other to grow and take chances, and we - above all else - respect each other and use kindness as a tool for growth and transformation.
Pay and Benefits

- This is a part-time position with the potential for growth. The starting rate is $17 per hour.
- A 50% discount on purchases in the shop begins immediately upon employment.
- Paid Time Off (PTO) is calculated based on hours worked, and additional hours are added each year of employment.
- We offer 25% of a new hire’s PTO at the onset of employment, and the rest is released at the end of a successful 6-month introductory period. PTO includes personal days, sick days, and holidays, to be used as the employee chooses.
- Paid professional development opportunities are offered throughout the year.
- We do not currently offer traditional benefits such as medical or retirement accounts, but our board of directors is investigating possibilities for the future.

Schedule Details

- This position requires 20 hours/week. Small fluctuations in hours per week may occur, depending on organizational needs.
- A half hour paid lunch break is available for shifts longer than 5 hours.
- Our center’s open hours are 11 AM - 5 PM, 7 days a week. Office hours are typically 10 AM - 6 PM, 5 days a week. Most work will be done in-person at our office. Some remote work is possible for special projects and meetings.

Application deadline and timeline

June 17, 2023: posting date
July 17, 2023: applications due by 11:59 PM EST. No late submissions accepted.
June 19 - July 31: interviews
Week of July 31: chosen applicant notified
Week of August 7: training begins

Note that applications will be reviewed and interviews scheduled on a rolling basis until the deadline, so please apply ASAP.

What to send us

- We’d like to receive the following:
  - some kind of resume or list of previous experience, employment, and/or education
  - a brief introductory email or cover letter (no more than 1 page), or short video intro (no more than 3 minutes).
  - 2-3 professional references including your most recent supervisor, if applicable.
    (Example: Reference name, relationship to you, time known, school/workplace connection, contact info)
- Please send us what represents you the best, and please do not feel dependent on traditional, formal expectations for application materials.
When you’re considering which application materials to send, please take into account that we are most interested in the following information:

- why you’d like to work with us
- the kind of work environment you thrive in or enjoy contributing to
- how your skills, experience, and interests fit with our mission
- how Creative Reuse fits into your vision for a fulfilling work experience
- if you already know us and use our services, or if you’re brand new to us
- your regular weekly availability, starting August 7, 2023

**How to send in your application**

- We prefer that you send all items in one email at info@pccr.org.
- Alternatively, you are welcome to print and send your information to:
  Pittsburgh Center for Creative Reuse 214 N. Lexington St. Pittsburgh, PA 15208.
- You can also stop by and hand us your printed materials during our open hours.

Thanks for considering joining our fun, crafty, and quirky team! If you have questions, please email us at info@pccr.org.

**Posting date**

June 17, 2023. Deadline for submissions is July 17, 2023 by 11:59 PM EST.