



JOB TITLE: Administrative Operations Associate
 FLSA STATUS: Full-Time Hourly, Non-Exempt
 LAST UPDATED: 05/11/2026
 REPORTS TO: Executive Assistant/Operations
 Manager
 REMOTE WORK ELIGIBLE: No

ORGANIZATIONAL VISION

A world where everyone has a decent place to live.

ORGANIZATIONAL MISSION

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.

ORGANIZATIONAL VALUES

Our core values serve as guiding principles to shape our culture, decisions, and actions that contribute to the organization's mission and vision.

- Accountability: Accept and expect responsibility for our work, actions, and behaviors.
- Curiosity: Proactively seek opportunities for learning and understanding.
- Communication: Effectively exchange information, ideas, and feedback to ensure clarity.
- Collaboration: Work together to utilize diverse strengths with efficiency and productivity.

PRIMARY PURPOSE OF JOB

The Administrative Operations Associate (AOA) serves as a key operational and administrative partner supporting daily office and building operations. This role is responsible for ensuring a welcoming, organized, and well-functioning office environment while providing reliable administrative and data entry support. The position also assists with building operations, including coordination of maintenance activities and scheduling and supporting events held at the facility. The AOA works closely with the Executive Assistant/Operations Manager, organizational leadership, staff, volunteers, and external partners. This role requires the ability to exercise sound judgment, strong customer service skills, critical thinking, problem-solving, multitasking, initiative, and discretion across all responsibilities.

ESSENTIAL FUNCTIONS *include, but are not limited to, the following. Other duties may be assigned.*

- Maintain consistent and dependable on-site attendance to ensure the office is open during published business hours and post notice when the office will be closed.
- Serve as the primary in-person point of contact by professionally greeting, announcing, and directing visitors, vendors, and external partners as the face of the organization.
- Answer, screen, and route phone calls while providing accurate basic information as appropriate.
- Perform accurate and timely data entry across systems, databases, and records.
- Maintain confidentiality of organizational, donor, employee, volunteer, and client information.
- Receive, sort, and distribute mail and deliveries; coordinate outgoing mail and packages.
- Accept payments and donations, prepare receipts, maintain cash logs, and submit daily documentation.
- Perform clerical and administrative tasks, including copying, scanning, saving documents, filing, and supporting major mailings.
- Maintain the phone system and office equipment; schedule repairs and train staff on proper use.
- Keep office supplies organized, stocked, and replenished.

- Document, refine, and maintain front desk and administrative processes and procedures.
- Assist with overall building operations, including coordinating maintenance needs and supporting the scheduling and logistics of internal and external events held at the facility.
- Maintain a clean, organized, and professional reception area and common spaces, including trash removal, tidying, and kitchen upkeep.
- Provide reliable administrative and operational support to the Executive Assistant/Operations Manager by following through on assignments, communicating proactively, and assisting with day-to-day operational needs.

Executive Assistant/Operations Manager Support:

- Demonstrates responsiveness and strong organizational skills, including accurate note-taking and maintaining organized records to support effective communication and follow-through.
- Track tasks, projects, and communications to support timely follow-through and provide updates or escalate concerns as appropriate.
- Provide organizational and coordination support to leadership, helping streamline workflows, manage priorities, and apply sound judgment and discretion.
- Support office programming and events, including setup and coordination of internal and external communications.
- Assist with project tracking, data entry, and coordination of volunteers assisting with administrative functions.

Facilities & Building Operations:

- Serve as part of the building maintenance team by coordinating office maintenance and repairs with the Executive Assistant/Operations Manager, Executive Director, vendors, and subcontractors, and communicating maintenance issues to staff as appropriate.
- Coordinate with staff, vendors, and contractors to support facility maintenance needs and ensure compliance with applicable standards and contractual requirements.
- Assist with external event logistics and on-site support as needed.

NON-ESSENTIAL FUNCTIONS *include the following. Other duties may be assigned.*

- Schedule the United Way GIV Warehouse appointments
- Complete special projects as assigned.
- Coordinate and provide task direction to volunteers assisting with administrative functions.
- Be available to participate at WHFH events.

KNOWLEDGE, SKILLS AND ABILITIES REQUIREMENTS: *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 ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.*

1. Knowledge of customer service principles and practices, with the ability to apply sound judgment when interacting with internal and external clients.
2. Knowledge of and commitment to the Habitat for Humanity concepts, principles, and values.
3. Ability to work independently with minimal supervision while also collaborating effectively with coworkers, leadership, volunteers, and external partners.
4. Ability to prioritize tasks, manage time effectively, and apply critical thinking and problem-solving skills to execute responsibilities accurately and efficiently.
5. Excellent customer service and communication skills, both verbal and written.
6. Strong interpersonal, collaboration, and relationship-building skills to work productively with a diverse range of individuals inside and outside of the organization.

7. Demonstrates initiative and accountability by proactively addressing issues, following through on assigned responsibilities, communicating status updates, and seeking guidance when appropriate.
8. Demonstrated reliability and accountability, including consistent attendance, punctuality, and presence during scheduled work hours to support daily operations and team effectiveness.
9. Ability to receive constructive feedback from supervisors and team members, demonstrate openness to coaching, and apply feedback consistently to improve daily work performance and professional growth.
10. Working knowledge of office machines, multi-line phone systems, internet, and email usage.
11. Proficiency in Microsoft Office applications (Excel, Word, Outlook), with the ability to learn new software and systems as needed.
12. Ability to support building operations and event-related activities by coordinating schedules, communicating with internal teams and external partners, and ensuring operational readiness of the facility.
13. Ability to exercise discretion, professionalism, and sound judgment when handling sensitive information and representing the organization.
14. Ability to present WHFH's philosophy and programs to the public, interested homeowners, and potential volunteers while promoting a positive public image.
15. Must pass a pre-employment background check.
16. Must pass a pre-employment drug screen.
17. Bilingual preferred but not required.

EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS: *The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Minimum Qualifications:

- Associate degree or equivalent combination of education and experience.
- Minimum one (1) year of administrative or office support experience.
- Proficiency in Microsoft Office applications.
- Ability to learn organizational software systems.
- Valid driver's license and acceptable driving record if driving for company business.

Preferred Qualifications:

- Experience supporting office operations or facilities coordination.
- Experience working with volunteers or nonprofit organizations.
- Bilingual skills preferred.

PHYSICAL CONTEXT AND WORK ENVIRONMENT: *The context and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

1. The employee must be able to perform the essential functions of the position, with or without reasonable accommodation.
2. The work environment is usually well-lit, temperature-controlled, with moderate levels of noise.
3. Work is performed in an office environment. Must be able to remain in a stationary position much of the day.
4. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, supplies, meeting set up, general clean up, etc., which require standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, and lifting.

- 5. Constantly operates a computer and other office productivity machinery, such as a copy machine and computer printer.
- 6. The person in this position frequently communicates with colleagues and community members to collaborate on responsibilities or respond to inquiries about the program. Multitasking during frequent interruptions is necessary. Must be able to exchange accurate information in these situations.
- 7. May have to lift up to 30 lbs.
- 8. Occasional navigation around construction sites with uneven surfaces and hazards may be requested.
- 9. This is a full-time, non-exempt, hourly position scheduled to work five days per week, Monday through Friday, 40 hours per week with eight (8) hour days. Overtime must be approved in advance by the supervisor. Occasional evening and weekend hours may be required based on organizational events and operational needs.

DISCLAIMER: This is not an exhaustive list of all the functions that may be required of this position. The Employer retains the right to change or assign other duties to this position and reserves the right to revise the job description at any time with or without notice. The employee must be able to perform the essential functions of the position satisfactorily and reasonable accommodation may be made if requested, absent undue hardship. This job description does not constitute a contract of employment, and the Employer may exercise their employment-at-will rights at any time.

Wichita Habitat for Humanity provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other status protected under applicable federal, state, or local law.

ACKNOWLEDGEMENT:

I have reviewed this job description with my supervisor and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to organizational or departmental needs, and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my supervisor or HR.

Employee

Date

Supervisor

Date