

Operations Specialist

About Us:

Operating under the philosophy and mission “Where There’s A Will, There’s A Way”, the corporate culture of The Will Group fosters ingenuity and creativity with every endeavor. Our competitive distinction is our ability to be an all-encompassing resource for lighting, infrastructure, electrical, manufacturing, and sourcing needs. By directing the industry to our clients, we make positive contributions to our industry's needs and bottom line. This process is not just transactional, its transformational.

Job Summary:

The Operations Specialist will be responsible for overseeing the smooth and efficient operations of The Will Group and its Client Companies. This role involves overseeing various aspects of operations, including process improvement, management of the maintenance of grounds and facilities and will play a crucial role in maintaining a productive work environment and supporting the overall objectives of the organization.

Duties/Responsibilities:

- Manage the maintenance of grounds and facilities for all properties owned by The Will Group and its client companies including janitorial, groundskeeping and routine maintenance.
- Develop a comprehensive tracking system for monthly or annual inspections such as fire suppression systems, elevators, pest control, etc.
- Manage the security systems for all properties owned by The Will Group and its client companies.
- Serve as the point of contact for IT, including troubleshooting and coordinating with external IT support when necessary, and procuring new equipment for employees.
- Handle administrative tasks related to Operations when needed.
- Coordinate with external vendors and service providers, negotiate contracts, and ensure timely payments for services rendered.
- Ensure compliance with health and safety regulations and implement appropriate measures to maintain a safe and healthy workplace environment.
- Ensure the prompt completion of Employment Verification requests.
- Receive inquiries and correspondence from the Illinois Department of Employment Security (IDES), forwarding them to the Human Resources Manager.
- Ensures the administrative assistant roles are efficient and proper.
- Responsible for process improvements for inbound and outbound resources and tracking of office inventory.
- Adherence to the operations budget.
- Manages vehicle fleet and process insurance claims, MVR’s and vehicle incident reports.
- Collaborate with legal counsel and Human Resources to ensure that all processes remain compliant with changing governmental regulations.

- Assist in planning and coordinating company events, meetings, and conferences as required.
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Maintain accurate and up-to-date records, documents, and files, ensuring confidentiality and security of sensitive information.
- Complies with established company work rules, policies, and procedures.
- Actively engages with other members of the company to continuously strive to improve processes, create efficiencies, reduce costs, and increase profitability.
- Cooperatively takes on other duties, roles, or responsibilities, as assigned.

Required Skills/Abilities:

- Proven experience in office management or an administrative role, preferably in a similar industry.
- Strong organizational and multitasking skills with the ability to prioritize tasks effectively.
- Excellent communication and interpersonal abilities, with a customer-focused approach.
- Proficiency in Microsoft Office Suite and other relevant software applications.
- Knowledge of basic financial principles.
- Attention to detail and a high level of accuracy in work.
- Ability to work independently and as part of a team in a fast-paced environment.

Education and Experience:

- High School diploma required.
- Proven experience in operations management or a similar leadership role.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to access and navigate each department at the organization's facilities.
- Must be able to travel to various work sites and locations.

Salary Range: \$55,000-\$60,000 annually commensurate with experience.

Acknowledgment of Receipt of Job Description

By signing this form, you confirm that you understand the information in this job description. You also confirm that you and your manager have discussed this job description.

Employee Signature Date

Manager Signature Date