

## Position Announcement

For more information email: [hr@idahodigitallearning.org](mailto:hr@idahodigitallearning.org)

Apply online at: <http://www.applitrack.com/idla/onlineapp>

### Position: Operations Support

#### Description:

The Operations Support position is primarily responsible for student and district support through high quality customer service and communication, along with advanced technical skills in order to support IDLA's Student Services, Finance & HR Teams. This position will also serve as general office support with such functions as front line phone support, meeting set up, office equipment and supply oversight, and assist with duties/projects as assigned.

#### Minimum Qualifications:

- 1-3 years experience in an office position with extensive customer service skills
- 1-3 years experience supporting finance and human resource functions including but not limited to data entry/tracking, banking, and finance reconciliations..
  - Bookkeeping experience & understanding is desired..
- An aptitude for the use of technology, great customer service, and experience or passion for education is required
- Strong organization skills with a high-level of detail is required

#### Preferred Qualifications:

- 3-5 years experience in an office position with extensive customer service skills
- 3-5 years experience supporting finance and human resource functions including but not limited to account reconciliations, data entry, and tracking of payments
- Advanced knowledge of accounting functions or relevant degree is preferred
- Strong technology skills and experience using technology surrounding communication systems, databases, and customer service software

Essential Duties and Responsibilities: Include, but are not limited to the following:

- Assist with student registration functions and provide support school district personnel
- Provide administrative support to to all departments within the organization.-
- Provide customer support to districts, teachers, ,students, and parents
- Receive and route incoming calls, emails, and live chat to appropriate staff
- Perform routine office support functions, including word processing, mailings, maintaining facilities and office equipment
- Handle all methods of communication with confidentiality and professionalism.
- Regularly maintain office functionality such as setup and cleanup of meeting spaces, kitchen area, and other shared office space.
- Routinely maintain office equipment and monitor, order and organize office/break-room supplies as necessary.
- Perform or coordinate office delivery and pickup services as needed
- Perform other related duties as assigned
- Maintain professional, positive attitude at all times
- Ability to multi-task in fast-paced work environment
- Communicate effectively, both verbally and in writing
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time sensitive deadlines
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner

#### Essential Physical Abilities:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone.
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, view computer screens, and related information, and problem solve issues.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, operate and make adjustments to computer equipment, and operate a motor vehicle.
- Sufficient personal mobility, agility, and flexibility, with or without reasonable accommodation, which permits the employee to sit or stand for extended periods of time. Ability to move and perform functions that require bending, stooping, kneeling, crouching, reaching, and working in confined spaces. Lift and/or move up to 50 pounds and work in a classroom and office environment.

#### Physical and Mental Demands:

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

#### Hours and Salary:

This is a full time year-round position with office hours of 8:00am-5:00pm, Monday through Friday. This

position is located at the IDLA Boise Office. Salary range is \$12.00-17.00 per hour based on experience. Benefits include excellent medical and dental insurance, public employee retirement plan, and paid leave. This position will also be eligible for cell phone, internet connectivity, and travel reimbursement for accomplishing duties.

Application deadline:

Applications will be accepted until position is filled.. Please complete an online application, which requires submittal of: your letter of interest, a current resume, and letter of reference from an immediate supervisor. Following pre-screening of applications, interviews will occur in Boise. Online application can be accessed by copying and pasting this link into your browser:

<http://www.applitrack.com/idla/onlineapp>

**[The Idaho Digital Learning Academy is an Equal Opportunity Employer](#)**

Time constraints do not allow us to reply individually to each applicant; however, all applications will be reviewed and candidates who meet our requirements will be considered for open positions. Application material submitted directly to IDLA office will not be accepted.