



MOFGA Certification Services, LLC (MCS) Job Description

Operations Assistant

Overview: This Operations Assistant (OA) position provides comprehensive clerical support for MCS's busy certification program. This position, in tandem with the Operations Assistant – Information Management position, is structured to enhance the functioning of MCS's workflow and elevates MCS's communication with clients, colleagues and the public with a strong focus on optimum customer service and quick turnaround of time-sensitive projects.

Supervisor: Director

Requirements:

1. Relevant work experience in a busy office setting
2. Excellent communications skills, both verbal and written, and the ability to skillfully edit documents written by others for a variety of audiences
3. Excellent organizational skills and memory for detail
4. Ability to perform within deadlines
5. Proven ability using common office equipment, including computers and copiers; software proficiency including the Internet, databases, Excel, and Google Suite
6. Excellent people skills and high level of customer service
7. Proficiency with accurate data entry in a timely manner, especially during heightened seasonal need
8. Ability to work in a team atmosphere as well as self-directed
9. A commitment to MOFGA's operating principles and to MCS's regulatory responsibilities

Duties and responsibilities:

1. First point of contact for MCS's public facing email and phone line. Ability to answer and route appropriately in a timely fashion.
2. Manages time sensitive paperwork associated with contract and staff inspectors, including invoices, training, evaluations and other documents.
3. Primary and secondary data entry, document filing, generates data exports, makes copies for distribution, and participates in overall

- administrative support for office, including the point person for our copier solutions contractor.
4. Participates in creating publications for clients, editing content as needed.
 5. Assists with the exchange of critical information between staff, contractors, advisors and clients.
 6. Assists staff with meetings including scheduling, set-up and minute taking and distribution.
 7. Communicates with public & clients. Helps generate publications and answers general inquiry calls and emails. Assists at events.
 8. Assists staff by helping to organize and document policies, procedures, database protocols.
 9. Assist with writing and/or updating Standard Operating Procedures as necessary or required.
 10. Participation in MOFGA's Common Ground Country Fair as needed.
 11. *Other duties and responsibilities as deemed necessary to carry out MOFGA's certification program and maintain accreditation with USDA.*