

HEART
TO
BEAT LLC
Safety Training, Consulting & Equipment

Job Title:

Operations Specialist

Reports To:

The Operations Specialist reports to the Director of Operations.

Classification:

Non-Exempt

Job Overview:

A full-time position with Heart To Beat LLC, Operations Specialist reports to the Director of Operations on a daily basis. The Operations Specialist is responsible for providing support and high caliber customer service to Heart To Beat's remote equipment management clients. Additionally, the Operations Specialist will conduct CPR/AED, First Aid and Stop the Bleed courses on client sites 2-3 days per week. The operations specialist will also assist with the administration of Heart To Beat large clients.

Responsibilities and Duties:

- Conducts in person safety training sessions at client sites, serving as the lead instructor and engaging groups of 10-40 active course participants.
- Interfaces with Heart To Beat clients in person, by phone and via Microsoft Teams to ensure proper support and fulfillment of all contractual obligations to clients.
- Enters, organizes and analyzes data in excel documents, ensuring accuracy and detail.
- Plays an active role in entering and reviewing data in Heart To Beat's client portal.
- Visits client sites as needed.
- Organizes and packs equipment and vehicles as needed.
- Drives company issued vehicle safely to location of training/service site when necessary.
- Provides professional and timely service to customers.
- Keeps laptop updated and in compliance with company policy.
- Conducts lifesaving courses at client site.
- Obtains and Maintains First Aid and CPR Certification and Eyewash Inspection License.
- Mentors new instructors or instructor aides while conducting courses.
- Unpacks vehicle and completes other tasks associated with Heart To Beat policies and procedures.

Qualifications:

- Bachelor's degree *or* at least 5+ years of strong operations experience
- Working knowledge of Excel
- High level of organization and attention to detail
- Comfortable teaching classes to clients
- Experience with data entry
- Client services experience a strong plus
- Must be willing to be on-site 5 days per week and out in the field as needed
- Knowledge of budgets a plus

- Ability to travel outside of the state 2-3 times per year a plus

Additional Eligibility Qualifications

- Valid Driver's License and clean driving record.
- Successful completion of Pre-Employment Screening background check.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This position includes active, physically demanding tasks as well as sedentary, office-related tasks; the applicant must be able to equally meet the physical demands of both. While performing the duties of this job, the employee is regularly required to talk, hear, walk (occasionally on uneven terrain, sit, stand, bend, kneel, stoop and crouch. The position may require occasional lifting of products weighing up to 60 pounds. This position also requires anywhere from 4-6 hours of computer work daily, with occasional exceptions for more. Lastly, this position requires the ability to drive as much as 150 miles per day, on occasion.

Position Type and Expected Hours of Work

This is a full-time position and regularly requires long hours and frequent evening and weekend work.

Travel

Must have flexibility in various work environments and be willing to travel locally.

Work Authorization/Security Clearance

All employees must complete I-9 authorization within first three days of employment.

AAP/EEO Statement

Heart To Beat is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, sex, religion, sexual orientation, veteran status, national origin, age, disability, or any other protected classification.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____