

Job Description: Operations Assistant

APLUS Education | Rockville, MD

Company Overview – Who We Are

At APLUS Education, our mission is to educate, equip, and empower individuals to realize their fullest potential and become innovative problem-solvers. We believe that education is not just a means to an end but a lifelong journey that enriches minds, transforms lives, and shapes a better future for all. Our commitment to this mission is unwavering, and it serves as the north star that directs our actions, fuels our passion, and defines our purpose.

We envision a world where every learner, regardless of age, background, or circumstance, has access to exceptional educational opportunities. We recognize the unique giftings, abilities, and aspirations of each individual, and our mission is to provide them with the tools, resources, and support needed to thrive in an ever-evolving global landscape.

Since 1998, APLUS Education has been providing a wide spectrum of academic services, including enrichment courses, tutoring services, test preparation, summer camp and college advisory services to K-12 students in the DC metropolitan area.

APLUS's group of certified and experienced teachers, advanced class and testing materials, as well as professional and knowledgeable staff are all contributing factors to each student's success. As we continue to expand our reach and enhance our services, we are seeking a dynamic, proactive, and highly organized Operations Assistant to support the daily operations of APLUS.

Position Overview

As an Operations Assistant (OA), you will play a vital role in ensuring the smooth functioning of administrative tasks, facility management, and customer interactions. This role offers an opportunity to contribute to the success of our students by creating a conducive learning environment and supporting the overall efficiency of our center.

Job Summary

This is a part-time (but may grow to full-time) entry-level position that focuses on both operations and customer service.

During the Fall and Spring semesters, the OA should expect to work 2-3 days during the week, Tuesdays through Fridays, from 11:30am-7:30pm and Saturdays from 8am-1:30pm or 1:30-5pm. During the Summer months (June through August), the Operations Assistant should expect to work Mondays through Fridays from 8am-1pm or 1-5pm. The OA is also expected to be present at APLUS-related events, including Open Houses, online webinars, and conferences.



Key Responsibilities

Administrative Support

- Assist in managing administrative tasks such as maintaining records, scheduling appointments, and coordinating communication between instructors, students, and parents.
- Prioritize and manage conflicting demands to ensure efficient time management for the CEO.
- Draft, edit, and proofread emails, reports, and other documents on behalf of the CEO.
- Manage phone calls, inquiries, and requests, screening and redirecting as appropriate.

Customer Service

- Provide excellent customer service to students, parents, and visitors by addressing inquiries, resolving concerns, and providing accurate information about APLUS Education's programs and services.

Scheduling Assistance

- Assist in creating and managing class schedules, tutoring sessions, and other events to ensure efficient utilization of resources and optimal student participation.
- Coordinate teacher schedules, including absences and leave.

Strategic Support

- Assist the CEO in conducting research, analyzing data, and preparing reports for strategic decision-making.
- Collaborate with other stakeholders to drive special projects and initiatives.

Facility and Inventory Management

- Oversee the cleanliness, organization, and maintenance of the facility to ensure a safe and welcoming environment for students, staff, and visitors.
- Track and manage inventory of educational materials, supplies, and resources, ensuring availability when needed and coordinating restocking efforts.

Process Improvement

- Identify opportunities for streamlining operational processes, suggesting improvements, and actively participating in implementing changes.

Data Entry and Reporting

- Accurately input data into relevant systems maintain records, and generate reports as required to support decision making and operational analysis.

Confidentiality and Information Management

- Handle sensitive and confidential information with the utmost discretion and integrity.
- Maintain and organize digital and physical files for easy retrieval and reference.

Event Coordination

- Participate in planning and coordinating educational events, workshops, and promotional activities, contributing to the success of these initiatives.

Requirements

Education and Experience

- High School Diploma/Bachelor's Degree or equivalent in Business Administration or a related field a plus
- Proven experience in an administrative, operations, or customer service role.

Organizational Skills

- Strong ability to multitask, prioritize tasks, and meet deadlines in a fast-paced environment.
- Excellent attention to detail and accuracy in managing various administrative responsibilities.
- A proactive problem-solver with a willingness to take initiative and work collaboratively as part of a team.

Communication and Interpersonal Skills

- Exceptional written and verbal communication skills, displaying professionalism in all interactions.
- Excellent interpersonal skills to interact with diverse stakeholders
- Demonstrated ability to take initiative and work independently.

Tech Proficiency

- Proficient in using office productivity tools (e.g. Microsoft Office Suite, Google Workspace) and project management software.
- Willingness to research additional EdTech applications and software that may benefit the business and increase efficiency

Flexibility and Adaptability

- Willingness to adapt to changing priorities and support the CEO's and the business's dynamic schedules.
- Must be able to work Saturdays and weekday evenings during the academic year.

Preferred Qualifications

- Experience working in a small business or the education industry.
- Proficiency in one of the following languages: Spanish, Mandarin Chinese, Korean, Hindi, Urdu

Joining APLUS Education as an Operations Assistant offers an exciting opportunity to contribute to the growth and success of a leading educational organization. You will be an integral part of a collaborative team, fostering a positive and empowering work environment. If you have the skills, dedication, and passion to excel in this position, we encourage you to apply by sending a resume and cover letter to our CEO, Jocelyn Park, at jpark@apluslearningcenter.com.

Job Type: Part-time

Pay: \$14.00 - \$17.00 per hour, commensurate with experience

Schedule:

- Evening shift
- Weekend hours

Ability to commute/relocate:

- Rockville, MD 20850: Reliably commute or planning to relocate before starting work (Required)

Experience:

- Administrative: 2 years (Required)

Job-related location requirement:

- Candidates must be within a 25-mile radius.

Work Location: In person