



Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

OPERATIONS SPECIALIST

FULL and/or PART TIME, NON-EXEMPT

GRADE: 16

Effective 8/22/22 (revised 4/16/2026)

The mission of the Agency on Aging Area 4 (AAA4) is enriching the lives of older adults and people with disabilities by **FOSTERING** networks of support, **ADVOCATING** for individual choice, **COLLABORATING** with others, **ENSURING** equity, and **STRIVING** to do so with conviction.

Formed as a Joint Powers Authority to serve Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba Counties, AAA4 is a Public Agency with non-profit status. Funded by monies from the Older Americans Act (OAA) and various grants, AAA4 creates, supports, and monitors a wide variety of programs for older adults and people with disabilities designed to help them maintain their health and independence. In 2023 the Agency celebrated 50 years of delivering its mission of supportive service to its communities.

AAA4 shares responsibility for the delivery of the services of various Aging and Disability Resource Centers (ADRCs) and is committed to providing warm handoffs to those who reach out for assistance, embracing the No Wrong Door philosophy of client care.

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Under the general direction of the Operations Manager, the Operations Specialist (OS) is responsible for executing the processes ensuring the day-to-day operational needs of the Agency are met, including facilities management and maintenance, inventory control, procurement, and adherence to legal and safety protocols. The OS assists with the scheduling and coordination of outreach events. The OS is the primary backup for the Operations Technician III for duties related to the Governing Board and Advisory Council. The OS serves as the head of the Safety Committee and is responsible for ensuring a vital safety program for the Agency. The OS at the direction of the Operations Manager works closely with all manager and leadership.

General knowledge, skills, and abilities

- Understanding of the normal aging process and the common needs/concerns of older adults, people with disabilities, and their caregivers
- Familiarity with the Older Americans Act and Title 22 of the California Code of Regulations
- Ability to communicate effectively and professionally in person, electronically, and/or by telephone
- Excellent organizational and time management skills
- Ability to identify concerns, assess, and problem solve with the general public, stakeholders, fellow employees, and volunteers, to ensure a satisfactory resolution of requests for service
- Computer skills to maintain and report data, work with web-based systems, use Microsoft Office 365 (Windows, WORD, Outlook, and PowerPoint), use Microsoft Teams, and work in Adobe Acrobat and Docusign
- Ability to perform, organize, and prioritize work independently in the accomplishment of a wide variety of duties
- Ability to work as a member of a team to assure project completion within defined timelines
- Ability to establish and maintain working relationships with individuals from diverse backgrounds

- Ability to work on-site, to telecommute, to work in the field, and attend special events or off-site training and conferences that also may require travel that includes overnight, out-of-town lodging
- Ability to operate with a high level of discretion and strictly adhere to confidential information policies and procedures
- Ability to be flexible and resilient in the face of competing demands and changing deadlines

Job specific knowledge, skills, and abilities

- Ability to support a team within a time-sensitive and demanding environment
- Ability to strategize and implement process improvements to ensure tasks are completed on schedule with a high level of accuracy and in compliance with legal and safety requirements
- Skilled at project management and logistics
- Knowledge of the principles and practices of materials and inventory control
- Ability to collect, analyze, and utilize data and to create and maintain databases
- Knowledge of the principles and practices of purchasing
- Skilled at delegating responsibilities while maintaining organizational control and accountability
- Skilled at conflict management and business negotiation processes
- Ability to partner with cross-functional teams to improve operational effectiveness

Additional requirements

- Required to successfully pass a background check which includes fingerprinting
- Required to be a Mandated Reporter
- Required to maintain the licensure/certification required of the position for the duration of employment with the Agency
- Required to have, if driving on behalf of the Agency, a valid California Driver License, have regular access to a passenger vehicle, and to maintain proof of current automobile insurance
- Required to be accessible electronically during work hours if working away from the office

Employment Qualifications

EITHER: A two-year (2-year) degree from a college, university, or technical school with major coursework in operations management, business administration, or a related field (preferred)

OR: At least three (3) years of directly related and increasingly responsible operations management or administrative support experience with extensive public contact or with public programs that serve the needs of a diverse population including older adults and/or people with disabilities and their caregivers

OR: Any combination of education and experience that would demonstrate ability to discharge the duties of the position effectively and compassionately.

License/Certification: Bilingual and biliterate preferred, but not required.

Physical demands

While performing the duties of this job, the employee is regularly required to sit, stand, walk, twist, and stoop; use hands and arms to grasp and reach; to talk and hear. The employee must occasionally lift and/or move up to 50 pounds (NIOSH application). Required vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.