

JOB OVERVIEW	
<b>JOB TITLE</b>	Operations and Policy Assistant
<b>DEPARTMENT</b>	Administration
<b>LOCATION</b>	Buffalo, NY
<b>DIRECT SUPERVISOR</b>	Chief Operations Officer (COO)
GENERAL JOB DESCRIPTION	
Perform administrative and support activities for and on behalf of the Chief Operations Officer (COO) as well as periodic administrative support to the Chief Policy Officer (CPO). Conduct general office duties, including correspondence, scheduling, printing, copying, mailing, and reception for the Western New York Independent Living, Inc. (WNYIL) family of agencies.	
SPECIFIC DUTIES & RESPONSIBILITIES	
<ol style="list-style-type: none"> <li>1. Assist with communications, including taking calls, responding to emails and interfacing with stakeholders.</li> <li>2. Review and edit correspondence and other related materials</li> <li>3. Complete all typing, printing, copying, filing, mailing and report writing assignments within designated timeframes.</li> <li>4. Assist COO and CPO in drafting internal and external reporting.</li> <li>5. Compile monthly CEO reporting in partnership with the Administrative Coordinator.</li> <li>6. Coordinate travel and transportation.</li> <li>7. Maintain detailed and organized files.</li> <li>8. Assist in administering internal and external surveys.</li> <li>9. Assist COO &amp; CPO with supervisory tasks including mileage and timecard reviews, and employee recognition/engagement.</li> <li>10. Assist in drafting workflows, procedural manuals, resource guides and other materials.</li> <li>11. Schedule/Coordinate meetings and take meeting notes at the direction of the COO or CPO.</li> <li>12. Maintain the COO's calendar.</li> <li>13. Prioritize and follow up on multiple incoming issues and concerns addressed to the COO, including those of a sensitive nature.</li> <li>14. Assist the COO in duties assigned for the Board of Directors' Councils and Committees such as producing presentations and reports as well as compiling the Directors' evaluations.</li> <li>15. Assist the CPO with scheduling the Board of Directors Public Policy Committee Meetings and the development of meeting minutes.</li> <li>16. Assist with conducting Public Policy Events by coordinating logistics, correspondence and other items at the direction of the CPO</li> <li>17. Compile agenda items and take minutes for the Direct Service Management Meeting and other meetings facilitated by the COO.</li> <li>18. Review materials requiring COO's approval to ensure all requirements are fulfilled including staff timecards, mileage, and expenditure requests.</li> </ol>	

19. Assist the COO in retrieving information from WNYIL's Consumer Service Record (CSR) system, Welligent.
20. Enter notes on behalf of the COO in the CSR as directed.
21. Act as back-up support for the Lead Administrative Assistant.
22. Perform back up reception coverage (door, phone, incoming/outgoing mail) when necessary.
23. Provide visitor access to 3080 Main Street office building and notify appropriate staff upon arrival.
24. Post and take outgoing mail to either the Agency mailbox or post-office as needed.
25. Serve as a public notary.
26. Attend Agency's in-service training and staff meetings as well as any other Agency related activities as required.
27. Participate in maintaining a neat, clean and safe work environment.
28. Perform other job-related duties as assigned by the supervisor.

### EDUCATION & TRAINING

Associate degree is required.

OR

Bachelor's degree is preferred.

- Must become licensed Notary within one (1) year of employment.
- Professional and life experience may be considered in lieu of, in full or part of academic credentials.

### KNOWLEDGE & EXPERIENCE (if required)

- Associate degree requires five (5) years of administrative experience.
- Bachelor's degree requires two (2) years of administrative experience.

### SKILLS & ABILITIES

- Must be able to type forty (40) words per minute and possess excellent telephone and writing skills.
- Must have excellent verbal and written communication skills.
- Must be highly proficient in the use of Microsoft 365 and have intermediate level of knowledge of computers including the use of Excel spreadsheets, word processing and networks.
- Must have the ability to navigate and record into secure databases.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

### WORKING CONDITIONS

<b>WORK ENVIRONMENT</b>	Office
<b>PHYSICAL DEMANDS OF THE JOB</b>	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
<b>HOURS / SHIFTS</b>	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime rarely required.

<b>CLASSIFICATION</b>	Full-time, salary, non-exempt, professional staff. Range: \$43,000 - \$46,000
<b>BENEFITS</b>	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program
<b>OTHER</b>	Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols. Western New York Independent Living, Inc. is an Equal Opportunity Employer. Reasonable accommodations will be made for people with disabilities. Western New York Independent Living, Inc. is a scent-free Agency.

POSTING INFORMATION	
Closing Date: August 4, 2025	
Cover Letter and Resume Required to:	Human Resources Dept. WNY Independent Living, Inc. 3108 Main St. Buffalo, N.Y. 14214 <a href="mailto:employment@wnyil.org">employment@wnyil.org</a>