

MSA Environmental Job Description

Job Title: Operations Assistant
Reports to: Finance Manager
FLSA Status: Part-time (12-20 hrs weekly), Nonexempt
Wage Range: Level 1 per 2026 Compensation Plan
Created: Updated 5/6/26

Summary

The Operations Assistant supports the MSA team by performing a variety of administrative, financial, marketing, and operational tasks. The Operations Assistant helps maintain the integrity of company systems, contributes to a positive team culture, and upholds MSA's value through excellent internal and external communication.

Essential Responsibilities

- Work primarily onsite at the main office to support day-to-day business operations
- Check mail, answer incoming phone calls and info@ email inbox
- Record accounts receivable and process payments
- Process accounts payable and enter receipts into Quickbooks
- Assist with bi-weekly payroll
- Keep office clean and orderly
- Help plan and set up for company meetings, socials, or other events
- Monitor stock and order as needed any supplies, snacks, equipment or SWAG
- Coordinate IT, office, or building maintenance or services as they arise
- Support registrations and any logistics for field visits, conferences, and internal events upon request
- Maintain and keep up to date company's CRM
- Edit and update a variety of content used for marketing and business development purposes such as staff resumes, SOQs, website content and Requests for Information
- Support annual membership renewals and subcontractor registrations
- Enter new clients/projects into BigTime (project management software)
- Run standardized reports in BigTime and forward to designated staff
- File client contracts and revisions using company protocols
- Assist in the creation and or management of contracts, subcontracts and related documentation
- Attend assigned company meetings
- Assist with other duties as assigned to support MSA's mission and daily operations

Position Requirements

- 1–3 years of experience in bookkeeping, operational support in a small business setting
- Coursework, certification, or degree in business, finance, or a related field
- Technically savvy and able to become proficient with QuickBooks, Excel, project management software (BigTime), and CRM systems
- Accurate data entry skills, 50 WPM typing and 10-key proficiency

Skills and Abilities

- Team-oriented and aligned with MSA's values
- Organized and detail-oriented, able to manage multiple data sets and deadlines
- Strong communicator—clear, respectful, and collaborative
- Adaptable, calm under pressure, and able to manage changing priorities
- Strong time management skills and work ethic
- Creative problem-solver with critical thinking skills

- Takes initiative and follows through to timely completion
- Technically confident with common software tools and office equipment
- Professional demeanor with the ability to maintain confidentiality and accountability

Physical Requirements

- Ability to sit, stand, walk, and reach for extended periods
- Occasionally bend, crouch, or lift up to 25 pounds
- Regularly lift/move up to 10 pounds
- Use office equipment including computer, phone, copier, and calculator
- Work in an office environment with variable noise levels
- Occasionally assist in cooler environments (e.g., storage or equipment areas)

Employee Acknowledgement	
I have been provided with a copy of this job description; I reviewed it and understand the responsibilities of this position. I confirm that I am able with or without reasonable accommodation to perform the duties of this position. I will notify HR if I become unable to perform any of these duties.	
Employee Signature	Date