

Hall-Dawson CASA Program, Inc.

Office Administrator

Job Description

Supervised by: Executive Director
FLSA Classification: Hourly, non-exempt
Position type: Full time, 35 hours weekly

Purpose:

Coordinates administrative, accounting, office operations, facility management, and communication systems as a foundation to support the mission of the Hall-Dawson CASA Program, Inc. Represents frontline hospitality for volunteers, key stakeholders, and visitors. Provides administrative support through organization and collaboration.

Essential Responsibilities:

Office Support

- Serves as the primary staff to answer incoming office phone calls and respond to visitors appropriately and in a timely manner.
- Attends Staff Meetings, Strategic Planning meetings, Public Awareness Team, and other internal meetings as needed or assigned.
- Utilizes Outlook calendar to manage work activities.

Operations

- Coordinates acquisition, maintenance, and repair of computer, phone, and other office equipment or systems to ensure effective operations.
- Ensures appropriate computer hardware and software equipment and systems is acquired, utilized, and maintained to conduct operations.
- Monitors inventory and purchases office and training supplies as needed.
- Develops and maintains administrative tools as needed or directed for business management including implementation of a public network.
- Utilizes public network for storage and use of all agency related documents.

Facility/ Site Support and Communication

- Coordinates general facility and grounds maintenance issues in conjunction with Edmondson Telford Child Advocacy Center.
- Acts as liaison with vendors, contractors, and service providers for facility and operational systems.
- Ensures the facility is maintained including managing cleaning services, supplies, fixtures, furnishings, security & fire systems, repairs, supporting authorized renovations or space expansions and collaborates with the agencies who occupy The Little House.

Event and Meeting Support

- For meetings and activities, provides support for logistics, preparation, and hospitality, including purchase and/or acquisition of in-kind donations for supplies including food and décor as directed by Executive Director.

- For resource development events and activities, provides support for logistics, preparation, and hospitality, including purchase and/or acquisition of in-kind donations for supplies including food and décor as directed by Executive Director.
- Upon receipt of community engagement opportunities, communicates with Executive Director for decision and assigned responsibility.
- Participates in event planning committee meetings as directed by Executive Director.

Communication

- Compiles and distributes multi-media communications targeting Volunteer Advocates, Board members, and Stakeholders in collaboration with the Public Awareness Team in order to highlight community resources, events, and agency news.
- Reviews and updates website and social media content in collaboration with Public Awareness Team.

Training Collaboration

- For In-Service Training, provides support for logistics, preparation, and hospitality, including purchase and/or acquisition of in-kind donations for supplies including food and décor in collaboration with Advocacy Director.
 - This may include, but is not limited to, arranging guest speakers for In-Service Trainings and providing appreciation for guest speakers.
- Maintains In-Service Training records and documents by utilizing existing database system.
- Provides support for Pre-Service Training in collaboration with the Advocacy Director and Volunteer Recruitment and Training Coordinator.
 - This may include, but is not limited to, communicating with trainees to order Name Badges and prepare business cards.
- Prepares materials and documents for Swearing-In and Oath of Service.

Finance Support

- Collects, reviews for accuracy, and stores employee timesheets.
- Acts as liaison with payroll service provider for payroll deductions.
- Responsible for reporting payroll revisions and deductions.
- Responsible for maintaining payroll documentation.
- Calculates employer and employee retirement contributions, and processes deposits and deductions.
- Updates log of cash and check receipts, aligned to policy compliance.
- Manages accounts payable and receivable and prepares deposits using current accounting software.
- Acts as liaison with bookkeeper for the production of monthly financial reports and reconciliations.
- Compiles information as directed by Executive Director for completion of annual audit and regulatory authorities.

Corporation Compliance

- Ensures compliance with records retention and destruction regulatory requirements.
- Compiles organization of evidence for compliance with policies and protocols, and with National and State CASA Standards.
- Renews Corporate registrations as required by the State of Georgia aligned with the non-profit business practices and funding sources.

Professional Behaviors

- Professionalism that includes, but is not limited to, understanding boundaries, forgiveness, consistency, active listening, keen observation, teamwork, values, role modeling, recognition of others, and leadership attributes.
- Communication skills, including the ability to modify, develop, and improve skills.
- Positive attitude and excellent teamwork skills.
- Accepts other assignments, beyond primary job duties, that may support agency public relations, community education, and fundraising or service delivery.
- Participates in volunteer appreciation activities.
- Able to receive feedback on performance and make changes necessary to perform the job; flexible, can change and adapt routines, duties, and interactions.
- Exhibits trust and respect for the authority and decisions by management and the Board of Directors to lead the agency's growth, direction, and evolution.
- Ability to recognize and embody the organizational mission, including the incorporation of shifts and changes within the agency structure.
- When faced with conflict, confusion or disagreement, has the ability to resolve, problem solve, and move on without withdrawing from the team or negatively impacting team productivity.
- Consistently reads and responds appropriately to written information in a timely manner.
- Ability to seek support and clarification in a timely manner from appropriate managers.
- Professional interactions with visitors, volunteers, donors, board members, and funders.
- Accepts professional development and life-long learning as a requirement of the job.
- Recognizes how personal values, opinions, and biases can affect professional judgment.

Education and Experience:

Minimum requirement of High School diploma, GED, or equivalent with 3 years of related experience. Preferred: Bachelor degree in business, communications, or related field and 3 years of comparable experience.

Preferred Skills and Knowledge:

- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect.
- Understanding of Georgia and National CASA Standards, vision, and mission;
- Understanding of the court system, players, and process;
- Strong computer, website navigation and social media skills;
- Understanding of grant requirements;
- Ability to build and maintain relationships with internal and external stakeholders;
- Knowledge of bookkeeping, accounting, and related requirements;
- Organizational skills including daily time management and demonstrated ability to prioritize tasks;
- Takes initiative in the implementation and completion of job duties;
- Uses effective problem-solving strategies; and
- Quality written and verbal skills with associated analytical and documentation skills.

Physical Requirements:

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.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee will sit for extended periods and is frequently required to stand; walk; use hands to handle and keyboard; and reach with hands and arms. The employee is occasionally required to climb or balance, and stoop, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds

and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to operate a motor vehicle.

Other Requirements:

- Valid driver's license, vehicle registration, and insurance.
- Basic to intermediate computer skills proficient for use of MS Office and web-based systems.
- Successful completion of Pre-Service Training.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Employee Name: _____

Employee Signature: _____

Date of Signature: _____

Revised August 2022