https://georgemark.org/job/operations-administrator/

Operations Administrator

Hiring organization
George Mark Children's House

Job Location
San Leandro, CA

Base Salary
$ 30.00/hr

Date posted
March 17, 2022

Description

The Operations Administrator ensures that the administrative functions are completed in an effective manner that is efficient, and compliant, using best practices. This position will provide direct supervision to the organization's office services and functions, purchasing, client and staff communications, record keeping, managing the administrative departmental budget while serving as direct support to the CEO, CFO, Finance, Clinical and Advancement Departments. Beyond management of day-to-day functions, an essential objective is to constantly improve efficiency at GMCH, making recommendations to the CEO. Performing long and short-term planning, maintaining staff morale, this position is highly visible, acting as the first point of contact for GMCH patients, families, visitors and vendors, both in person and over the phone, requiring professionalism at all times as well as handling highly confidential information.

The Operations Administrator will report to the CEO and will serve as a member of the Operations Staff in the development and implementation of organization-wide policies and programs that will contribute to the success of George Mark Children's House.

This is a 90%-time (5 days per week), hourly, benefited, non-exempt position.

Responsibilities

Essential Functions of the Job:

General Administration

1. Responsible for managing and organizing overall administrative office functions and needs to include the overall GMCH calendar
2. Manage in-depth projects that may require research to complete
3. Track expenses, expenditures, and obtain price quotes in conjunction with GMCH accountant
4. Supervise data entry personnel, monitor accuracy, provide guidance and oversight
5. Plan events, coordinate meetings and special projects as needed
6. Prepare Operations Staff weekly meeting agenda
7. Answer the main GMCH telephone lines and direct calls to the appropriate staff.
8. Greet patients, families, visitors and vendors, maintain Guest Sign-in Log, and prepare visitor labels.
9. Sort, distribute and open mail as needed, including checks and other confidential information.
10. Order, receive, stock, and distribute office supplies, stationary, and business cards.
11. Coordinate the pick-up and delivery of express mail services (FedEx, UPS, USPS, DHL, etc.)
12. Ensure that shared Administrative Office equipment is functioning (paper, ink, postage, toner for fax machine, postage machine, printers,).
13. Assist in preparation of and/or proofread presentations, correspondence,

documents, presentations, announcements, mailers and flyers as
14. Assist with all operational event coordination, i.e., invitation, set-up and distribution of program signs, guest sign-in, etc.
15. Maintain files, i.e., policies, donor records, advancement files and other files as
16. Attend staff meetings and other meetings, prepare agendas, provide follow-up and perform research as
17. The position will help to maintain the CEO's calendar, prepare the CEO for meetings, be responsible for meeting follow-up and provide internal and external meeting presentations as needed.
18. Assist the CEO with calendar and projects to include the Board of Directors meeting preparation, attend meetings, taking and distributing Minutes, tracking the Directorship and Officer tenures, maintaining Board member's biographies and a current Board Roster, as well as an annual Board Meeting Calendar. Gather monthly reports from Departments, create an agenda packet (electronically and hard copy), document activities of the Board and use teleconference and internet communication methods
19. Prepare, edit and publish quarterly staff newsletter
20. Assist HR with projects and tasks
21. Perform other duties as requested.

Advancement and Event Coordination

Autumn Celebration, Garden Parties and Various Fundraising Events

1. Analyze auction sales history and recommend desired items; solicit items for the silent auction, follow-up and tracking
2. Communicate with Celebration Committee, send out meeting invitations, attend Committee meetings, document Committee decisions.
3. Development and management of invitation, program design, content, and printing
4. Manage invitation mailing and follow-up
5. Develop sponsor signage content and provide list of sponsors to event production company
6. Prepare after-event postcard thank you notes and acknowledgements to be mailed no more than 5 days after the event
7. With the Advancement Director as lead, create post-event report of the event
8. In coordination with Advancement Director assist in reconciling silent/live auction commitments, if applicable
9. Assist with Advancement strategies and events as necessary, including but not limited to, mailing invitations and tracking RSVPs for event; facilitate event logistics (e.g. set up); field communications with donors and prospects; conduct House tours.

Donor Correspondence

1. Assist with in-house donor mailings and daily/weekly acknowledgement distribution

Accounting/Finance

1. Track Administrative Office expenditures and provide semi-annual reports to the CEO
2. Assistance with payroll processing
3. Responsible for the collection and tracking of in-house meal payments
4. Maintain expenditure tracking, Gifts-in-Kind for Hummingbird Hill, the

Playground, and new pool project. Transmit documents to donors and vendors
5. Maintain, distribute and records GMCH gift card

Qualifications

POSITION REQUIREMENTS

1. Solid knowledge of George Mark Children's House services, mission and organization.
2. Exceptional interpersonal skills, including verbal and written communication, active listening, critical thinking, advising and counseling to effectively motivate others.
3. Exceptional customer service, representing the George Mark Children's House as its first contact with the public, patients and their families, must be professional, welcoming and considerate of customers at all times.
4. Analytical skills to evaluate complex issues and identify resolutions
5. Demonstrated skills in employee collaboration, scheduling and work coordination
6. Must have the ability to work comfortably in an alternative healthcare setting serving families and children who are seriously ill or
7. Demonstrate ability to effectively deal with personal psychosocial and bereavement issues related to job duties.
8. Interest in and ability to perform tasks in a culturally sensitive manner without regard to age, ethnicity, national origin, socioeconomic status or any other protected category as defined by Federal, State or local law(s).
9. Possess basic skills and core competencies of an Office Administrator including managing multiple, competing and varied tasks, time management, listening skills, problem solving, decision making, and delegation of duties and successfully managing workflow.
10. Exhibit conduct of the highest professional ethical standards with patients, families, staff, vendors, volunteers, and the general public at all
11. Experience and ability to handle and maintain sensitive and confidential
12. Ability to exercise considerable judgment and discretion, work independently and meet deadlines.
13. Ability to operate a personal computer and proficient in all Microsoft Office programs such as Word, Excel and Outlook
14. Knowledge of Salesforce platform and willingness to expand skills and knowledge.
15. Strong attention to detail and accuracy.
16. Time management, organizational and multi-tasking skills necessary to prioritize and work in a fast-paced environment to achieve daily assignments and goals.
17. Some project management skills
18. Demonstrate verbal and written communication skills necessary to explain complex and/or confidential information.
19. Bilingual fluency in English and Spanish preferred.
20. Valid California Driver's License with good driving record
21. Background Check will be required based on job

EDUCATION AND EXPERIENCE

1. Associate degree preferred or a combination of education and/or work experience.

2. Minimum of three or more years in a similar position

OTHER

This job description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job- related duties other than those contained in this document and may be required to have specific job- related knowledge and skills.

PHYSICAL, MENTAL AND ENVIRONMENTAL REQUIREMENTS

Working conditions in the interior of GMCH are clean, well-lit, and free from extremes of temperature and humidity. Working conditions in outside areas of GMCH are subject to extreme variations in temperature and humidity and may include wind and rain. Reasonable accommodations will be made for some physical demands and mental demands for otherwise qualified individuals who require and request such accommodations.