



California Human Development

California Human Development Job Description

EMPLOYEE NAME:**JOB TITLE:** Administrative Support Manager**DEPARTMENT/DIVISION:** Administration**REPORTS TO:** Chief Administrative Officer**FLSA STATUS:** Exempt**LOCATION:** Santa Rosa**REVISED DATE:** 01/02/2024

Summary Description: Responsible for the development, execution, monitoring, and daily progress of organizational projects, which includes managing the organization's inventory, records, and compliance calendar. Coordinate the implementation of department/program SharePoint sites. Additionally, the Administrative Support Manager assists with the coordination of committee and Board meetings, including the organization of meeting minutes and Board resolutions. This position reports to the Chief Administrative Officer, provides administrative support to the Chief Executive Officer and works with the Chief Operating Officer and Chief Financial Officer on special projects.

DUTIES AND RESPONSIBILITIES:

With direction from the Chief Administrative Officer, the Administrative Support Manager's duties include:

Project Management

- Design and implement an organization-wide compliance calendar/database including; monitoring and reporting on progress and completion of assignments, working collaboratively with staff across the organization to establish clear objectives, determining priorities, managing time, and earning the trust and cooperation of others.
- Design and implement an inventory reporting system in compliance with the requirements of the fiscal auditors.
- Monitor progress on projects and special assignments across the organization helping to solve problems in a timely manner.
- Ensure all aspects of the project are organized and in conformance with timeline requirements and timely delivery of outputs.
- Communicate project updates and changes to appropriate stakeholders as assigned projects are being implemented.
- In collaboration with the IT Director, assist with the implementation of department/program SharePoint sites, including the design and functionality of the site. Assist with the transition of the organization from paper to digital records.

Board Support

- Record and archive meeting minutes and actions for CHD's Board of Directors and its committees.
- Maintain a file of all resolutions acted on and approved by the Board.
- Leverage project management skills to coordinate and manage the logistics of regular and special Board and Executive Committee meetings, including sending out meeting invitations, compiling meeting packets, meeting room set-up, and travel and lodging arrangements for Board and Executive Team members.
- Provide administrative support for other internal committees.
- Help solicit, receive, and track applications for Board membership, in support of the Bylaws and Governance and Membership Committee.
- Maintain and update Board orientation materials as well as other educational materials.
- Help ensure organizational compliance with tripartite Board composition and track Board Members' terms of service.
- Maintain and update the Board of Directors SharePoint site as needed.
- Facilitate the signing of documents by the Board Chair and Board Secretary using DocuSign.
- Maintain confidentiality of all organization, Board, and personnel matters.

Administrative Support

- Develop and manage organization-wide compliance calendar to track yearly compliance requirements.
- Create and maintain an inventory management system to track and control storage, ordering, and use of the organization's equipment, materials, and products.
- Assist in the development and monitoring of records management of projects and programs, and ensure records are organized to meet reporting requirements, audits, or client record requests.
- Assist CEO with correspondence, filing, calendaring, communication, travel, and coordination of internal CHD meetings using independent judgment to determine priority attention.
- Assist with the planning and execution of the annual All Staff Training.
- Performs other tasks as assigned.

Supervisory Responsibilities

No supervisory responsibilities.

Skills and Abilities:

- Use high level interpersonal skills to handle sensitive and confidential situations and to interact/communicate professionally with diverse individuals at all levels of organizations both internally and externally.
- Project management and time management skills to keep projects on track and on budget.
- Close attention to detail and high degree of accuracy.
- Advanced writing skills to draft and edit business correspondence, reports, meeting minutes, SharePoint site, and marketing materials.
- Use arithmetic skills normally applied in this position.
- Establish and maintain productive relationships with participants, employers, management, and professionals from CHD and external agencies as well as with the public.

- Solve problems and resolve conflicts effectively using independent judgement.
- Work with computer database programs including Microsoft Office 365 and SharePoint.
- Follow-through on activities and responsibilities in a prompt and punctual manner.
- Ability to travel overnight for Board and other business meetings.
- Exercise ability to use strict confidentiality.
- Bilingual in English/Spanish desirable.

Education and/or Experience

- Bachelor's degree in related field.
- Minimum of two (2) years of related administrative and/or project coordinator experience providing support to management teams and/or Boards of Directors
- Combination of education and experience.
- Comprehensive experience with Microsoft Office 365 including SharePoint, Word, Excel, Teams, and Outlook.
- Experience using Adobe Pro, Canva, and DocuSign preferred.

Certificates, Licenses, Registrations

- Must possess a valid California drivers' license, proof of auto insurance, and be insurable under agency policy if driving a company or personal vehicle.
- Must possess a smart phone with the capability to install security authentication application to securely access the CHD network.

Physical Requirements

Regularly: Sitting for long periods of time, walking, standing, carrying up to 10 lbs., manual dexterity for computer use

Occasionally: Stooping, lift up to 25 lbs., squatting, kneeling, bending, pushing/pulling

Seldom: Climbing, twisting, lift up to 30 lbs.

Vision: No special vision requirements

Work Environment

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

Pace: Fast-paced work environment.

Occasionally: May have exposure to hazardous conditions and/or materials.

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform. All employees are to maintain a positive work atmosphere by acting and communicating in a manner that fosters a good working relationship with customers, clients, co-workers, management, and stakeholders. Employment at CHD (California Human Development) is **at will**. This means employment is for an indefinite period and is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

Reviewed by Human Resources: _____

Date: _____