



**Job Title:** Administrative Manager  
**Location:** Portola and Excelsior / San Francisco  
**Salary Grade/Range:** \$28.84- \$31.25 per hour (equivalent to \$60,000-\$65,000 depending on experience)  
**Status:** Exempt - Full-time position; Monday- Friday 9:30am-5:30pm  
**Date:** June 17, 2021

**Position Highlight:**

Family Connections Centers is seeking an experienced Administrative Manager to join a dedicated team of professionals at a thriving multicultural Family Resource Center with locations in the Portola and Excelsior neighborhoods of San Francisco. An ideal fit for an experienced office manager/executive assistant able to organize and deliver hands-on administrative/operational and human resource support to multiple staff and programs in a hybrid (remote and in-person) environment. The ideal candidate should possess the prerequisite experience and be organized, self-motivated, resourceful, and thrive on the opportunity to manage workflow and productivity.

**Our Agency:**

For over 25 years, Family Connections Centers has provided opportunities for families of different backgrounds to work together cooperatively, sharing cultures, values, knowledge, and resources. We help children and families thrive. [www.fccenters.org](http://www.fccenters.org).

**Key Functions:**

Administrative

- Provide administrative coordination, oversight and direct support with minimal supervision, including up-to-date management of staff/program calendars (daily, weekly, monthly); scheduling and coordination of logistics/materials for remote and on-site meetings.
- Provide professional administrative support to leadership team (Executive Director, Facilities Director, Education Director and Finance Director) including with minutes, reports, calendars, slides/presentations.
- Maintain accurate, up-to-date digital and physical records and files related to administrative office, personnel and finance, maintenance, health and safety, repairs and services.
- Research, recommend and implement office process and system improvements to increase efficiency and resolve problems.
- Maintain effective working relationships with vendor representatives related to functional work areas, including maintenance and service providers; maintain service and other facility repair records and vendor agreements.
- Serve as a member on Events Committee, Health and Safety Committee, and other as needed.
- Participate in all required agency meetings and trainings.

Work Environment

- Ensure highly professional, friendly and compliant work environment. Support the Operations Director in the implementation of the Health and Safety and Illness, Injury and Prevention Programs. Monitor work environment to ensure sites are clean, orderly and that safety standards are met.
- Provide oversight of office equipment maintenance, repair and as approved, replacement ordering/delivery; manage office supply inventory; and mail delivery.



- Act as primary back up to the Operations Director in immediate response, trouble shooting and management of service and repair issues at both Centers, including problems with technology (computer, software) and communication/telephone systems.
- Supervise and/or provide reception (in-person, phone and email) services to participants and visitors, ensuring reception and customer-service is effective, responsive, friendly and professional. Manage coverage to ensure reception is staffed during business hours.
- Maintain professional, courteous and effective/helpful communications with all constituencies including co-workers at both Centers, participants, job applicants, vendors, volunteers, the public.
- Supervise Administrative Coordinator and Janitor. Complete core Administrative Coordinator duties if vacant/absent.

#### Human Resources / Finance

- Perform regular administrative duties related to human resources activities, including maintaining up to date employee database and electronic/hardcopy personnel and medical record files/documents; scheduling interviews; posting positions; sending standard documents.
- Process electronic and in-person new hire onboarding and off boarding actions. Coordinate with hiring managers and applicants/new hires to ensure a timely, positive on-boarding.
- Streamline, improve and maintain optimal onboard and other human resource administrative systems.

#### Data Management / Admissions

- Provide/ensure accurate, timely data entry into program and financial software systems and excel, and create/generate required reports.
- Coordinate proactive admissions process and systems, including enrollment materials, tuition information, enrollment status and payment tracking.

#### Qualifications

- Minimum AA Degree with a minimum of 3 years of experience in office management/intermediate to senior level administrative support role. BA in Business Management, Administrative Management, or closely related field preferred.
- Highly proficient in office computer and software technology, with proficiency in use of data base(s) and excellent MS Office and/or Google Suite, including intermediate to expert level Excel and slides, calendar capabilities. Proficiency in the functionality of spreadsheet creation and reports. Experience with CMS (Cityspan) and/or Salesforce a plus. Excellent MS Office and/or Google Suite (Docs, Sheets, Slides, Calendar) capabilities
- Highly versed in managing complex calendars and scheduling, facilitating on-site and remote work, proficient with zoom or other remote meeting/teaching platforms.
- Experience and knowledge of office management systems and procedures, including electronic and hardcopy filing systems; and office equipment.
- Experience with Human Resource administrative/clerical duties and functions strongly preferred.
- Experience with coordinating and managing office/site building system service calls and repairs, and with trouble shooting responses to technology/software and communication/phone system issues preferred.
- Strong verbal, interpersonal and written communication skills.
- A high degree of professionalism, with a proactive approach and commitment to excellence.
- Experience working effectively in diverse communities of staff and participants.
- Collaborative and self-directed, with the ability to work well in teams and independently.



- Strong critical thinking skills with ability to apply critical thinking to functions such as optimal navigation of complex data base software and to streamlining of office procedures. Strong problem-solving skills.
- Organized, self-motivated, and action oriented in a fast-paced environment.
- Professional ethics of confidentiality, discretion, and good judgment.
- LivesScan Clearance and physical health/TB clearance required to be maintained throughout employment.
- Bilingual in English and Cantonese or English and Spanish strongly preferred.

### **Work Environment**

This job operates in a professional classroom and office environment, and functions in a hybrid work environment, with some staff/programs occurring remote and/or on-site. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing all day. The employee must frequently lift and/or move items over 25 pounds and on occasion may require lifting/carrying a child or object up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Family Connections Centers is an equal opportunity employer and values diversity, inclusion and respect. We welcome and strongly encourage applicants from all backgrounds. All qualified applicants will receive consideration for employment.