



JOB DESCRIPTION

Job Title: Administrative Services Director

Reports To: Chief Executive Officer

FLSA Status: Non-exempt (Full-time)

Approved Date: 1/8/23

PRIMARY FUNCTIONS:

Directs and manages administrative and office operations at Boys & Girls Clubs of La Porte County (BGCLPC) to ensure the organization's ability to provide a comprehensive, outcome-driven Club experience. Key responsibilities include payroll processing, database management, maintaining personnel files and financial recordkeeping. This team member will work across departments and facilitate strong communication throughout the organization.

KEY ROLES (Essential Job Responsibilities):

Leadership

- In coordination with the CEO and leadership team, plays a key role in determining the organization's overall strategic direction, priorities and short-term/long-term goals.
- Coordinates administrative and operational systems and procedures to support the organization's achievement of program and fundraising goals. Ensures that the administrative office operates in a manner that is consistent with BGCLPC's core values of Safety, Inclusion, Integrity, Respect and Impact.
- Manages hiring, training, onboarding, management, professional development and performance appraisal of BGCLPC administrative team members.
- Leads the preparation of administrative reports to Boys & Girls Clubs of America, coordinating with other leadership team members and departments to gather data as needed.

Human Resources

- Manages HR administrative responsibilities, including the employee hiring, onboarding, paperwork, benefits and time off tracking processes, while maintaining complete confidentiality.
- Manages volunteer administrative responsibilities, including the volunteer application, onboarding and paperwork processes, while maintaining complete confidentiality.
- Maintains all BGCLPC policies and procedures, facilitates timely distribution of updates.
- Coordinates bi-weekly payroll process and related communication with employees at all locations, maintains payroll records.

Resource Development

- Develops a "big picture" understanding of BGCLPC resource development data, processes, systems and technologies. Assists with RD tasks and provides training on related topics to other team members as needed.

- Ensures accuracy of data entry and donor database maintenance and generates segmented reports/mailings.

Financial

- Works with the Office Manager to develop and maintain proper procedures and internal controls regarding cash receipts, accounts payable, accounts receivable and budgeting.
- Assists with organizational planning and development of general operating and grant budgets; tracks and controls expenditures against budget.
- Accurately enters financial transaction data in Quickbooks, prepare basic financial reports.

General Administrative

- Assists in management of calendar of administrative deadlines and manages associated workflow.
- Provides administrative support to the CEO, other leadership team members and Board of Directors.
- At times, serves as Club receptionist - answering telephones, greeting visitors and maintaining attendance/visitor logs.
- Maintains various electronic and hard copy filing systems, ensuring they are accurate, organized, up-to-date and facilitate easy retrieval of information.
- Attends internal and external meetings; prepares agendas/minutes as requested.
- Monitors office supply inventory and places new orders/makes in-store purchases as needed.
- Manages inventory of office equipment and service contracts, contacting service providers for routine maintenance and repairs as needed.
- Stays up-to-date regarding Boys & Girls Clubs of La Porte County's programs, goals and outcomes.
- Attends and assists with Boys & Girls Clubs of La Porte County special events.

ADDITIONAL RESPONSIBILITIES:

- Exercises discretion in independent judgement and decision-making. Immediately escalates critical issues to the CEO or, in her absence, the COO/Office Manager depending on the nature of the issue.
- Participates in trainings required by the Club, County, State, and/or supporters.
- Handles other duties and responsibilities as assigned by the leadership staff.

RELATIONSHIPS:

Internal: Maintains close contact with Club staff (professional and volunteer), Club members and supervisor to receive/provide information, discuss issues, explain guidelines/ instructions; instruct; and advise/counsel. Interacts with board members and other volunteers as needed for scheduling, fiscal or other administrative purposes.

External: Communicates on behalf of the Club with external community groups, schools, Club members' parents/guardians and others to facilitate collaborative efforts and assist in resolving problems. Greets the public and responds to routine questions. Maintains contact with external auditors, vendors, insurance carriers and other groups as needed.

SKILLS/KNOWLEDGE REQUIRED:

- Bachelor's degree preferred, or equivalent combination of education and experience required.
- Past administrative/clerical/bookkeeping experience required, past non-profit experience preferred.
- Strong computer skills with a high level of proficiency in Microsoft Word, PowerPoint, Excel, Google Workspace and data management systems required, past Quickbooks and payroll experience preferred.
- Good organization and prioritization skills and ability to manage several projects simultaneously.

- High level of attention to detail and analytical ability.
- Knowledge of standard administrative and clerical practices and procedures.
- Ability to express ideas concisely and clearly, orally and in writing.
- Interpersonal skills, including the ability to establish/maintain effective working relationships with others.
- Possession of a valid state driver license.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Physical Requirements: While performing the duties of this job, the employee is regularly required to hear and understand speech at normal levels and to speak in audible tones so that others may understand clearly. The employee is frequently required to use hands to manipulate, handle, or feel and reach with hands and arms. The employee is occasionally required to stand, walk, and climb stairs or balance. The employee must regularly 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, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job; reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed at one of the Boys & Girls Clubs of La Porte County Sites. The noise level in the work environment is usually moderate to loud.

Boys & Girls Clubs of La Porte County is an equal opportunity employer and does not discriminate in the recruitment, employment, promotion or transfer of qualified personnel, or in the administration of personnel practices, on the basis of any characteristic that is protected by state or federal law.

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

I have reviewed this job description with my supervisor, and I understand the job requirements and responsibilities.

Signed by: _____
(Employee) (Date)

Approved by: _____
(Chief Executive Officer) (Date)