

| Position title | Department | Reports to |
|---|---|----------------|
| Office Administrator | Administration | CEO |
| Employment status | FLSA status | Effective date |
| <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time | <input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt | 4/28/2023 |
| Salary Range: \$22.00 to \$25.00 per hour based on experience (firm) | | |

About Us

Since 1995, Big Brothers Big Sisters of San Luis Obispo County has served young people on the Central Coast with youth mentoring services. Our work supports our belief that every child has the ability to succeed and thrive in life. Big Brothers Big Sisters makes meaningful, monitored mentor matches between volunteers (Bigs) and youth (Littles). Through our commitment to quality and innovation, and the passion we have for our work, we develop and sustain positive, life-changing relationships that have a direct and lasting impact on the lives of our youth and the adults who mentor them.

Our Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. As noted by our vision, we are driven by a future in which all youth achieve their full potential.

We want people of all backgrounds to see themselves represented and included in our work, so we actively seek to diversify our team and bring more voices to the table. We know that teams perform at their highest when they feel supported and that they belong. Each of our team members bring unique perspectives and skills, and we are committed to building a culture where voices are heard, differences are celebrated, and everyone has the opportunity to do meaningful work. We are truly bigger and better together!

Position Summary

The Office Coordinator is the front line for BBBS SLO's customer service efforts. This position will be responsible for:

- Managing the day-to-day operations of our office,
- Supporting donors and our development director with database management, donor stewardship and event coordination
- Providing support for programs with volunteer and program participant inquiries
- Support the accounting and payroll functions ensuring smooth fiscal operations
- Coordinating HR activities with onboarding new staff, payroll, and employee exits

Essential Duties and Responsibilities

- The essential functions include, but are not limited to the following:

DEVELOPMENT ASSISTANT (35%):

- Enter all donations (checks, credit cards, online and in-kind) into Salesforce database.
- Acknowledge donors by generating receipted tax letters.
- Update, delete, and merge donors, grantors, business partners and board members as needed in donor database, Outlook, & BBBS website.
- Generate reports/letters as needed or requested (mailings, campaigns, year-end letters, etc.)
- Provide pre/post-event coordination and day-of-event on-site support for all events including Generating, processing, mailing, and coordinating invitation lists, RSVPs, registration, and guest lists, website management (SchoolAuction.com), volunteer training and coordination, etc.
- Manage the Realtor's and Lender's Circle and all advertising
- Coordinate and write monthly donor e-newsletters ensuring timely delivery.
- Review and edit grant applications and reports

ACCOUNTING AND PAYROLL SUPPORT (25%)

- Collect and process mail by copying all checks and processing invoices for payment
- Record all income in Salesforce database and make deposits at least once a week and before each month end.
- Maintain cash flow reports for the agency in conjunction with updated information received as a result of processing checks for payments and processing payroll.
- Track grants in Salesforce database. Keep track of outstanding payments due from grants and other sources and invoice as needed.
- Coordinate all accounts payable and receivable with accounting contractor; e-file.
- Manage collection and submission of bi-monthly payroll; record vacation/sick time off and ensure timesheets are submitted and approved for federal grant reimbursements.
- Record and process electronic fund transfer payments.
- Track all credit card income and expenses and verify documentation is present.
- Conduct monthly reports on copier and postage usage.
- Reconcile Development database records with accounting system to ensure accuracy.
- Coordinate the review of monthly accounting packets for the Board Treasurer to review/approve,
- Coordinate the preparation of audit and all requested audit materials.
- Provide monthly financial reports to Big Brothers Big Sisters of America.

OFFICE MANAGEMENT (20%):

- Answer phones and greet program participants that come to office.
- Manage vendor contracts and general office equipment maintenance (including printers, IT requests, postage, water cooler, file storage, shredding, etc.)
- Ensure smooth office function; coordinate with neighbors and landlord for any physical office needs.

- Order and maintain office supplies, stationary and other marketing materials.
- Set up for meeting and record minutes at all Board of Director's meetings and transcribe them for Board's use.

HUMAN RESOURCES SUPPORT (15%):

- Process paperwork for all insurance carriers annually.
- Process and enroll employee benefits.
- Conduct pension enrollment and updates.
- Conduct Workman's Comp audit annually.
- Conduct 401K Census report annually.
- Support hiring process as requested, including posting, initial screening, and logistic support.
- Prepare offer letters, change of status letters, and other contracts for employees and consultants.
- Coordinate initial new employee paperwork and onboarding process.
- Maintain confidential, accurate, and organized personnel records.
- Maintain payroll records.
- Manage process of employee reviews.
- Maintain employee attendance records.
- Consulting with HR consultants as needed.

OTHER DUTIES AS ASSIGNED (5%)

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Bilingual (Spanish) preferred.
- Extremely organized, detail-oriented, and results driven!
- Able to work in a demanding, fast-paced environment.
- Hold a four-year degree in Business, Accounting, Human Services or related field from an accredited university, OR a two-year degree in related field from a community college with two years of related experience.
- Must have 2-5 years of related work experience, preferably with a non-profit. Experience in youth development field, a plus.
- Proficiency in the Microsoft Office 365/Teams, Salesforce database management, automated forms and calendaring systems, PDF document systems.
- Reliable personal transportation, valid driver's license, and state required automobile insurance minimums.
- Strong interpersonal skills with the ability to effectively partner with diverse populations and geographic areas.
- Sound technical skills, analytical ability, good judgment, and strong operational focus; able to balance quality, and service with operational needs.
- Writing, proof-reading and editing skills.
- Networking abilities
- Graphic design and/or website management skills a plus.

- Creativity
- Ability to model and practice 360° customer service with co-workers, volunteers, program participants and the community.
- Sense of humor

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Minimal physical requirements to include walking, standing, sitting at work station; normal busy office environment.
- Able to lift and carry up to 25 pounds
- Must be able to work proficiently with computers and other office equipment.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving record check.

Equal Employment Opportunity

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, gender identity or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Hybrid Work Environment

Employees are permitted to work from home (WFH) occasionally or regularly, depending on several factors and the arrangements they've made with their manager. Working from home is a privilege that may be revoked at any time. BBBS SLO may request that an employee be present in the office at any time (regardless of scheduled WFH time) or deny a request to work from home based on business needs, employee performance, or viability of doing the work from home. To be eligible to WFH, an employee must have a track record of reliable work performance, access to reliable internet and a space that is free from excessive noise or distraction.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.

Reviewed with employee by:**Signature:** _____**Name and title:** _____**Date:** _____**Received and accepted by:****Signature:** _____**Name and title:** _____**Date:** _____

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.