

# Office Administrator Director

## Application Instructions

Please submit to [sunsong@resolutionsnorthwest.org](mailto:sunsong@resolutionsnorthwest.org):

1. **Resume (and/or video) highlighting your administration experience, including work or volunteering experience**
2. **Cover Letter (and/or Video) that addresses:**
  - **Previous experience with administration work**
  - **What role you see admin work having in equity work and your experience applying an equity analysis**
  - **Why you are interested in this job**

**Status:** Exempt, full time

**Compensation & Benefits:** \$60,000 for 1.0 FTE; health insurance; benefits: health insurance (medical, dental, vision) and sick and vacation paid time off

**Start Date:** May 2021

## Mission and Values

Resolutions Northwest is committed to the journey of shifting practices and structures to align with our values and mission. This is often a process of undoing, creating and committing to action for outcome shifts in pursuit of our mission of furthering racial and social justice. We are currently reorganizing to a flatter hierarchy, have pay equity across programs, seek increased collaboration across programs and engage our values while disengaging from white supremacy culture. We welcome candidates who have passion, willingness and commitment to walk in integrity with us on this path. We offer transparency that if typical hierarchical organizational structures are what you seek, this may not be a good fit.

## POSITION SUMMARY

The Office Administrator Director is a director level position responsible for managing daily office needs and supporting program staff in administrative activities. We are looking for an energetic person who doesn't mind wearing

multiple hats, is well organized, flexible and enjoys the administrative challenges of supporting an office of people with diverse needs. The ideal candidate for this job is resourceful, a good problem solver and organized. Flattened structure, excited about working in a lot of teams and committees, and can work independently

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Office Management**

1. Monitor and order office supplies
2. Maintain an organized office space (online, as well as possibly in person in the future)
3. Manage organizational Outlook Calendar, including booking meeting spaces for internal and external uses
4. Coordinate repair and service contractors (IT, phone, etc.)
5. Troubleshoot copiers, printers, phones, tech
6. Keep updated staff phone lists and ensure staff access
7. Maintain equipment inventory
8. Manage organizational passwords
9. Assist with administrative aspects of recruitment, hiring and onboarding new employees
10. Shred confidential documents as requested

### **Program Support**

1. Provide general administrative support for program staff
2. Coordinate scheduling and logistics for the Oregon Foreclosure Avoidance Program (OFAP)
3. Scan and upload all documents related to the Oregon Foreclosure Avoidance Program (OFAP)
4. Respond to training inquiries (training dates, locations, general content, scholarships, pay as you're able philosophy)
5. Manage training registration in coordination with staff trainer including: participant registration and registration changes; final participant sign-in sheet
6. Make copies, or coordinate off-site production of training materials, and prepare certificates for trainings
7. Support creating new training events in Wordpress/CiviCRM; assure all links work properly
8. Manage the lottery system and orientation for work trade volunteers

9. Assist with administrative tasks for volunteer recruitment and selection processes

### **Grants and Reporting**

1. support administrative side of grant writing
2. track grant deadlines and reports
3. pull data from database for reports
4. Possible copy editing and other grant writing support

### **Director Duties**

1. Participate in weekly staff meetings
2. Participate in organizational committees
3. Sit in on team meetings
4. Participate in regular Admin team meetings

### **Reception**

1. Support receptionist and fill in where needed
2. Process client intakes for mediation, training, and facilitation requests in Caseload Manager (our online case management software) as needed

### **Data Management**

1. Import volunteers into our two database systems
2. Maintain contacts in CiviCRM database – manage duplicate entries, input donations
3. Document and process program evaluations

### **PHYSICAL DEMANDS**

1. Ability to execute required responsibilities including, but not limited to, organizing office space and unpacking boxes. Presently this work is largely remote, with some in-office time, depending on comfort and necessity
2. Ability to transport supplies (e.g., chart-packs and easels) preferred.

Wherever necessary, RNW will make every effort to provide reasonable accommodations, in accordance with the letter and spirit of the ADA.

## **WORK ENVIRONMENT**

This position will primarily take place remotely, with option for future work in a shared office setting at a desk with a computer and a phone. This position also requires a flexible work schedule, including some evening and weekend work.

## **QUALIFICATIONS**

*The following qualifications and skills will be needed on the job.*

### **Experience, Skills & Areas of Knowledge**

1. Ability to juggle and prioritize multiple tasks
2. Self-direction
3. Ability to keep sensitive information confidential both inside and outside the organization
4. Excellent organizational skills
5. Ability to work independently
6. Excellent people skills, including ability to provide empathy to people in conflict and/or crisis and draw respectful boundaries
7. Responsive to staff and client needs
8. Strong writing and verbal skills
9. Competency working with MS Office software (Word, Excel), database systems and familiarity with web-based data management systems (such as Wordpress, Caseload Manager and CiviCRM)
10. Ability to integrate new technologies (online collaborative tools, group lists, surveys, etc.) when appropriate
11. Ability to manage work schedule, including occasional evening and weekends

### **PREFERRED QUALIFICATIONS:**

1. Preference will be given to a multi-lingual candidate (Spanish, Mandarin)
2. Knowledge or experience in mediation, facilitation, equity, and restorative justice
3. If the job excites you, please apply: no person fits everything fully and imposter syndrome is real- please join our team!

*Resolutions Northwest embraces excellence through diversity, advocates the principles and spirit of affirmative action, and is strongly committed to the promotion of: race, gender, ability and class equity, throughout our programs and services. To this end, RNW is an equal opportunity employer. Candidates representing untapped communities are highly encouraged to apply.*