



## Job Opening at Solid Ground

**Job Title:** Administrative Manager

**Status:** Exempt

**Supervisor:** Residential Services Director

**Salary Grade:** 32

**Department:** Residential Services

**FTE:** 1.0

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Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency and encourage staff to fully engage in those activities.

### Job Summary

The Administrative Manager is responsible for assisting with a variety of management and administrative duties for Brettler Family Place (1,2,3), Santos Place, Sand Point Families Permanent Supportive Housing and Phyllis Gutierrez Kenny Place. These include developing policies and procedures to improve operations and functions of the departments, hiring, training, and orienting new staff, overseeing special projects, and tracking progress towards goals, and disseminating information to staff, residents, and program partners. This position

also assists with databases management, in developing budgets, in monitoring inventory of office supplies and the purchasing of supplies within budgetary constraints

## **Essential Responsibilities, Duties and Tasks**

**Policy Work:** Assist in the development of policies and procedures to improve operations and functions with the residential department. Mediate concerns that arise within the programs. Enforce program and agency policies and procedures. Manage the dissemination of informational materials that are identified by senior leadership to communicate agency policies and procedures to Sand Point staff and residents. Organize and supervise other activities (such as special events, resident communication during COVID-19, community input conversations, etc.) Provide staff support to the Resident Advisory Committee (RAC) as necessary.

**Database Administration:** Provide oversight and support to help facilitate the day-to-day operations of agency database system, including managing agency efforts to ensure the development and implementation of data input and collection strategies, diagnose and troubleshoot database errors, prepare for database expansion, and update knowledge by participating in educational opportunities. Takes the lead on preparing database reports, visuals, and dashboards, and manage written reports highlighting outcomes and successes achieved by the programs within Residential Services. Maintains knowledge of HMIS database and performs regular data quality checks.

**Management:** Manage and support the systems transformation work and engagement with Healthier Here, Foundational Community Supports (FCS) and Every Door. Attend meetings, as needed, and participate in Healthier Here, FCS and Every Door training, and communicate progress to the team. Assist with identifying and organizing training needs for staff, maintains calendar and is the point person for communication with trainer.

**Training:** Hire, train and support administrative staff and provide staff support for Concierge Interns hired through AARP Senior Employment Program. Assist with the development of training materials and onboarding new staff and program recruits.

**Budget:** Assist in budget development for Sand Point program and monitors expense within budgetary constraints. Assist in the development of grant proposals and fundraising activities.

**Teamwork:** Participate in program, department and agency meetings and relevant trainings as required.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

### **Education and Experience:**

*Requires one of the below:*

- a) Five years direct experience in business management or human services, including at least two years of experience supervising staff in a public or non-profit agency
- b) Bachelor's degree in business administration or a related field
- c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position

### **Also requires:**

- 2 -4 years' experience in database management
- At least 2 years of experience developing and producing reports from a database
- Proficient with computers, especially in MS Office products and database systems
- Experience serving low-income communities or demonstrated interest in issues affecting low-income communities and communities of color

### **Minimum Qualifications:**

- Experience in preparing and monitoring budgets.
- Knowledge of the theories and practice of measuring social service programs against outcome-based performance measures and demographic collection as required by funders.
- Knowledge of best practices in database management
- Excellent oral and written communication skills, including the ability to write reports and business correspondence.
- Ability to identify and analyze issues in a quantitative and qualitative manner.
- Strong knowledge of computers, spreadsheets, and tracking mechanisms.
- Ability to work independently and in a team setting.
- Ability to communicate effectively with IT and database managers
- Ability to manage multiple tasks with strong attention to detail.
- Willingness to continue to build skills through education.

### **Anti-Racism Initiative (ARI) Expectations:**

- Foster discussion and learning among staff to better understand and dismantle institutional racism.
- Abide by and support agency-wide efforts to incorporate anti-racism principles and cultural competency and standards into all employee and labor relations.
- Encourage staff participation in Anti-Racism Initiative committees and events.
- Enhance personal skill development as well as guiding managers and supervisors in their own skill development.

**Physical Demands/Working Conditions:** This position works in an office setting, performing general office duties. Employees spend 60% of the time on the computer, 30% of the time interacting with staff/clients (80% in the office) and 10% of their time in the field. Work outside the office is attending meetings/driving. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position can sit/stand as needed. Stairs required. **During the current COVID-19 pandemic** this position is required to work in person at all times at Sand Point worksite with other staff and participants.

**Hours & Compensation:** This is a full-time, exempt, position starting at **\$70,574** per year plus **benefits**. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

**To Apply:** Applicants must complete a standard Solid Ground application form, which may be obtained at 1501 N 45th Seattle, or by calling our job line number at (206) 694-6840. Please return completed applications to Solid Ground, 1501 N. 45th Street, Seattle, WA 98103, Attn: Human Resources Department, OR send it by email to [jobs@solid-ground.org](mailto:jobs@solid-ground.org) OR fax to 206.694.6812. **Please attach a cover letter and resume.**

**Until further notice, Solid Ground requires all employees to be fully vaccinated against COVID-19.**

**Closing date: Open until filled.**

***Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status***