



Job Description

Job Title: Administrative Services Supervisor

Department: Stabilization And Administration

Supervisor: Director Of Stabilization

Status: Exempt

FTE: 1.00

Salary Grade: 104

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 built 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. 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.

Job Summary

The Support Services Supervisor is responsible for providing support to the agency and Stabilization Department's centralized clerical and reception services in addition to agency-wide functions as directed by the CEO. This includes supervising front desk reception staff as well as supporting the headquarters building administration. This position carries out day-to-day support activities for the CEO and Solid Ground Board of Directors and conducts/oversees special projects.

Essential Responsibilities, Duties and Tasks

Supervision: Hire, train, supervise and evaluate front desk reception staff, and provide oversight and support to facilitate day-to-day performance of reception and clerical duties. This includes technical and backup support for encounters with clients in person, by phone, or via email. The reception services may also need to be adapted to the evolving needs of the Stabilization Department.

Board Support: Support and attend Board meetings through preparing and distributing agendas and meeting materials; record, transcribe and distribute minutes for these meetings. Provide administrative assistance to the Board President and Board of Directors on special projects and day-to-day activities as needed.

Facilities Management: Oversee the maintenance of the agency's telephone communications system; Update signs communicating closure of services and/or building; facilitate locking and unlocking of doors; participate in safety committee meetings. Provide back up to the Facilities Manager when absent by assigning and issuing keys, contacting building vendors when necessary (janitorial, elevator, HVAC, etc), and handling building issues that arise.

Contract Management: Support electronic routing of grant and contract agreements for signature by appropriate staff; ensure that all required contract forms are completed, processed, and stored in a timely manner.

Event Coordination: Coordinate logistics for agency wide events, including catering arrangements, meeting locations, etc.

Document Management: Develop and maintain agency documents for internal and external uses as needed, including correspondence, procedures and memos.

Teamwork: Participate in Stabilization 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 the following:

- Associate degree
- 3 years of advanced administrative support and management experience

Also requires:

- Experience supervising office support staff
- Experience working with, maintaining and programming a multi-line phone system

Minimum Qualifications:

- Excellent communication skills, both oral and written; with staff, clients, and stakeholders
- Excellent customer service skills
- Ability to maintain confidentiality
- Excellent organizational abilities, initiative and attention to detail
- Commitment to teamwork with an ability to adopt a leadership role or support role depending upon the situation

- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages
- Strong knowledge of computer software (Microsoft Word, Publisher, Access, Excel, and Outlook)
- Familiarity with social services throughout Seattle and King County
- Access to reliable transportation, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to travel throughout King County
- Ability and willingness to work outside of normal business hours to attend meetings, perform outreach, etc.

Preferred Qualifications:

- Demonstrated Experience in Regional Hunger Response.
- Understanding of impact of Racism and Oppression on Health Outcomes.
- Knowledge of local initiatives for Hunger Relief.
- Understanding of and Commitment to Culturally Relevant Food and Nutrition resources.
- Ability to convene diverse groups of stakeholders and facilitate conversations to arrive at common understanding

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 hiring processes and performance evaluations
- Provide leadership to departmental and agency anti-racism initiatives and develop and grow an anti-racist culture within each department
- Support departmental Action Teams and set up structures and systems for responding to and implementing Action Team recommendations
- 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 computer work 75% of the time, 20% of the time working on the phone, copying, and other miscellaneous office tasks, and 5% attending and/or setting up meetings. The position requires employees to lift/carry up to 40 pounds rarely, 5-20 pounds occasionally, 1-5 pounds frequently, and push/pull 1-5 pounds frequently. The position has the ability to sit/stand as needed. Stairs are not required.

Hours & Compensation: This is a regular, full-time position starting at **\$67,725 per year plus benefits**. Salary Range (\$67,725-\$87,537). 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. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

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.