

OFFICE ADMINISTRATOR

JOB TITLE	Office Administrator
REPORTS TO (title)	Finance and Operations Director
DEPARTMENT/REGION NAME	Statewide
FTE	1
FLSA	Non-Exempt
PAY GRADE	11

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view, and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family-run organization that values those who have direct experience raising a child with significant mental health or behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Office Administrator supports the optimization of functional systems, streamlined administrative processes, and facilitation of smooth infrastructure operations. This role ensures that day-to-day operations run efficiently, supports the leadership teams of the organization with strategic and functional needs, while modeling a professional, inclusive, and well-organized work environment. The Office Administrator facilitates core administrative functions, communicates with vendors and facility contacts, supports policy compliance, and implements process improvements to enhance organizational effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Organizational & Administrative Operations (75%)

- Facilitate daily operations of a statewide office, ensuring facility readiness, efficient scheduling coordination, and high-quality customer service for staff and visitors.
- Maintain administrative systems across the organization, ensuring accuracy, compliance, and efficient workflows.
- Coordinate internal scheduling and shared calendars for multiple teams to ensure timely communication and smooth execution of organizational priorities.
- Serve as the first point of contact for visitors, staff, and community partners both onsite and virtually, ensuring a professional and welcoming environment.
- Manage incoming calls, emails, and digital communications; prioritize and route responses appropriately.
- Process organizational documentation, forms, and records management in compliance with regulatory and policy requirements.
- Operate and troubleshoot office equipment; coordinate technical support to minimize downtime and maintain productivity.

- Plan and coordinate logistics for board of directors' meetings and support logistics for staff and organizational activities.
- Support human resources functions, including onboarding, personnel records management, interview scheduling, and internal communications.
- Assist with compliance activities, including audit preparation, accurate record keeping, and implementation of corrective actions.

Project & Technical Coordination (25%)

- Maintain tracking systems for organizational initiatives, providing updates and ensuring timely follow-up.
- Support implementation of strategic initiatives in collaboration with executive leadership.
- Maintain and organize shared project documentation and intranet content for easy access and use.
- Provide live and virtual meeting support, including hosting, troubleshooting, and distributing meeting materials.

OTHER DUTIES AND RESPONSIBILITIES

- Work independently and collaboratively with colleagues, community members and others.
- Other duties as assigned or needed by the organization.

QUALIFICATIONS:

- **Bilingual or multilingual preferred.**
- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint), databases, and virtual meeting platforms (Zoom, Google Meet).
- Strong writing and editing of documents using professional formatting and delivery.
- Strong problem-solving abilities and a proactive, solution focused approach.
- Proven organizational skills with the ability to manage multiple priorities and meet deadlines.
- Ability to work independently, make sound decisions, and adapt to changing needs.
- Excellent written and verbal communication skills, and ability to work with diverse audiences, specifically racial, ethnic, gender expression, socioeconomic, education, spiritual and alternative cultural backgrounds.
- Must be able to pass preemployment requirements, which include a criminal and abuse background check.
- Have reliable transportation, valid and current automobile insurance and an insurable good driving record, or access to reliable transportation.

1. **PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.**

A. The physical effort typically applied in this job includes (check all applicable boxes):

- Lifting
 Pulling
 Reaching
 Manipulating

- Carrying
 Pushing
 Shoveling
 Keying/typing
 Other (specify)

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.		x		
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

- Sitting
 Standing
 Walking
 Stooping
 Bending
 Confined
 Other (specify)

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

- Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
- Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
- Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
- Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
- Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

- Dust
 Dirt
 Heat
 Cold
 Fumes
 Noise
 Vibration
 Water

Other (specify) _____

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this particular job):

The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.

Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.

The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.

The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.

Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards is required.
Some weekend and evenings may be required.
May require remote work or virtual work.
Requires regular and reliable attendance.
Travel may be required.

5. SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards is required.
Secures facilities.

6. EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

<input type="checkbox"/> Executive/Senior Level Managers (1.1)	<input type="checkbox"/> First/Mid-Level Managers (1.2)	<input type="checkbox"/> Professional (2)	<input type="checkbox"/> Technician (3)
<input type="checkbox"/> Sales (4)	<input checked="" type="checkbox"/> Administrative Support Workers (5)	<input type="checkbox"/> Craft Worker (6)	<input type="checkbox"/> Operative (7)
<input type="checkbox"/> Laborer (8)	<input type="checkbox"/> Trainer/Family Support Specialist		

7. SIGNATURES & DATES NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>

