

## Job Description

**Title:** Office Administrator  
**Starting Hourly Rate:** \$25.00 - \$28  
**Reports to:** Operations Manager / Chief Operating Officer  
**Unit:** Operations

**Regular Full Time:** 40 hours per week  
**Grade:** n/a  
**Non-Exempt**  
**Start Date:**

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### Overview:

Are you a mission-driven, hands-on, administrative professional looking to work independently and as a team, while contributing to a vibrant, innovative nonprofit organization that values justice, equity, diversity, and inclusion? Does ending homelessness in Marin County through affordable housing development, supportive services, job training, and social enterprise excite you? If yes, then we want to hear from you!

Homeward Bound of Marin is seeking an Office Administrator to lead our administrative, clerical, and greeting functions at the administrative office in Novato, Ca.

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### MAJOR RESPONSIBILITIES:

1. Reception and Front Office Administration
  - Create a welcoming environment by greeting customers, residents, donors, volunteers, etc. who arrive at the office and directing them as appropriate
  - Answer and route calls to/from the general office number
  - Accept, collect, and log resident rents and donor contributions
  - Serve as the first point of contact for volunteers, corporations, in-kind donors and donors as they engage with Homeward Bound in-person and on the phone
  - Accept in-kind donations from donors and provide donation receipts as necessary (in conjunction with the Development Team)
2. Administrative and Office Functions
  - Receive and route mail and other shipments arriving at the administrative office
  - Assist with office equipment contract management, procurement of office systems and supplies.
  - Maintain an adequate stock of general office supplies for administration office and offsite programs
  - Ensure/enhance the proper functioning of office equipment (copier, postage, fax machines) and responding promptly to reports of malfunctions and repair requests
  - Ensure general maintenance of VOIP telephone system, assisting with modifications and set-up of new staff mailboxes, initiate maintenance support upon malfunction
  - Maintain the general appearance, cleanliness, and functioning of the kitchen and admin. office, and schedule periodic deep cleaning of the administrative offices with the facilities team
3. Office Assistance
  - Perform data entry for the organization's *Homeless Management Information System (HMIS)* as instructed by Program Analysis
  - Assist HR Manager with new hire orientations and creation of new hire packets.
  - Assist HR Manager with on boarding needs: including setting up outlook and 365 account
  - Assist Development Team with social enterprise shipments
  - Assist Leadership Team with special clerical projects as assigned.

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**Relationships:**

- Establishes and maintains open, supportive, and collaborative relationships with directors, managers, board members, and all other staff members
- Greets, communicates, and treats all organization constituents with respect, dignity, and an attitude of service
- Maintains and models confidentiality related to resident services as well as any personnel-related issues
- Works as a team with administrative and business services staff in maintaining efficient and effective office systems; contributes in resolving conflicts and issues, as necessary
- Communicates with managers and staff regarding relevant administrative needs and issues
- Communicates with facilities staff regarding relevant needs and issues
- Communicates with office equipment vendors regarding procurement, maintenance, and servicing needs

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**Minimum Qualifications/Requirements:****Education or Training Equivalent To:**

High school diploma

**Minimum Years of Additional Related Experience:**

2 – 4 years of experience working in an office setting and/or administrative support role

**Written & Verbal Communication Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of customers, clients, or employees of the organization.

**Physical Requirements:**

- Ability to sit, and use a computer mouse, keyboard, and monitor, for extended periods of time (4 – 6 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion
- Ability to lift and/or move objects weighing up to 50 pounds

**Special Qualifications & Qualities (skills, abilities, licenses):**

- Non-profit experience preferred
- Strong experience with Windows and Microsoft Office Suite software
- Prior experience using database software for entry, reporting, and analysis
- Prior experience using fund development management software a plus
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment

**EQUAL OPPORTUNITY**

Homeward Bound is an equal opportunity employer. We stand for justice and equity. We celebrate diversity and we are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization,

including hiring, recruiting, promotion, termination, layoff, leave of absence, compensation, benefits, and training.