



Organization: Sustainable Connections

Title: Administrative Manager

Primary Work Location: 1701 Ellis Street, Suite 221, Bellingham, WA 98225

Term: Full-time (40 hours weekly), salaried, non-exempt

Physical attendance requirement (% of time on site / in office): 85%

Reports to: Executive Director (E.D.)

Application deadline: January 21, 2024 at 11:59PM

Desired start: As soon as possible

About Us:

Join [Sustainable Connections](#), an entrepreneurial non-profit organization that works with dozens of partner organizations and over 2000 local businesses a year to create thriving communities.

Summary: *A central component of organizational operations, the Administrative Manager assists the Executive Director and Program & Finance Director with oversight and management of the day-to-day administrative, human resource, technology, and financial affairs of the organization. Administrative Manager responsibilities include formulating and implementing policies, planning the use of materials and human resources toward maximum productivity, managing daily operational activities, and ensuring that day-to-day office activities are functioning efficiently and effectively.*

Primary Responsibilities:

HR/Personnel

- Manages the hiring process including shepherding the development of job descriptions, posting position announcement & advertisements, ensuring a fair and thorough evaluation process, interviewing candidates, and onboarding new employees
- Ensures that staff receive optimal infrastructure support, access to resources, and professional development opportunities in order to maximize performance and retention
- Coordinates planning and support for organization wide events, such as regular staff meetings, retreats, professional development workshops, etc
- Maintains personnel files including current Sarbanes Oxley forms
- Brings recommended employee handbook and policy changes to the board for review & approval
- Evaluates staff benefits package annually
- Coordinates the annual Growth & Development review process
- Serves as a key internal leader, attracting and retaining high-performance team members
- Contributes to a culture of collaboration and service

Office Management

- Employs innovative office management practices that promote environmental sustainability, diversity, equity and inclusion

- Creates and manages the annual administrative budget
- Works with vendors to obtain necessary supplies, equipment upgrades, and service
- Manages coordination and use of shared spaces & equipment, keeping the office running smoothly and programs functioning well with each other
- Maintains organization's files and organizational data; shreds and archives documents as appropriate in accordance with SC document retention policy
- Keeps office supplies organized & stocked up, making purchases as needed
- Manages the phone system and ensures the directory is updated
- Ensures office areas are kept clean, tidy accessible, via contracted cleaning services and a staff cleaning schedule
- Receives and distributes mail

Finance Coordination

- Manages accounts receivable (AR):
 - Receiving, logging, depositing and reconciling incoming revenue received via credit card payments, checks, ACH bank deposits, etc
 - Generating and distributing invoices
 - Sending lists of outstanding AR to Program Managers and Directors monthly
 - Reviewing collection rates at least quarterly; work with Managers and Directors to create a corrective action plan when needed
- Works with Finance Director to ensure financial procedures are being followed and are functioning effectively
- Coordinates annual budgeting processes with program managers
- Reviews monthly financials with ED and Finance Director; provides centralized updates/changes to Finance Director as needed
- Maintains inventory records for assets, equipment and supplies
- Supports Board Finance Committee in quarterly meetings and triennial review of Accounting & Finance Procedures
- Ensures organization maintains PCI compliance for credit card transactions

Technology

Salesforce Administrator

- Maintains, updates, and ensures the accuracy of the data in the Sustainable Connections relational database system (Salesforce), training staff as needed
- Creates and edits objects, page layouts, reports and dashboards
- Launches and maintains third party integration connections
- Manages the configuration & permission settings for the organization and individual users
- Continues to adjust and improve processes and systems in how we use Salesforce

Microsoft Sharepoint Administrator

- Maintains Sharepoint file organization & permissions/access

IT Management

- Serves as point person for contracted IT Support, in order to:

- Plan & accomplish specific projects and maintain a secure environment
- Maintain well-functioning in-office technologies, including workstations, printers, tablets & laptops, projectors, wifi
- Keep data secure & backed up
- Ensure that available technology is adequate to meet or exceed current business requirements and implement upgrades as needed
- Assist with staff with specific 3rd party software programs as requested (Zoom, FormAssembly, LastPass, Sharepoint)
- General office IT support as needed (phones)
- Develops and implements technology-driven policies and procedures

Website

- Supports staff in utilizing 3rd party website integrations
- Ensures that the staff, board and employment web pages are up to date at all times
- Creates, maintains and troubleshoots web-based payment processing mechanisms (ex: donations & invoice payments)

Board & Organizational Support

- Ensures all general inquiries receive a response
- Updates files, organization & content of the Sharepoint group for the Board of Directors and Board Committees
- Manages updates to the Board Binder materials, including directory, handbook, and annual calendar
- Assists with creation of Board of Director meeting packets
- Attends board and board committee meetings, takes meeting minutes, and facilitates follow-up on action items as needed
- Assists with Board retreat planning and attends when possible
- Communicates with and manages staff requests to Board Members (for event roles and requests, etc...)
- Coordinates the office orientation portion of new board members' on-boarding process
- Assists with strategic planning and organizational development as needed
- Provide additional administrative support as needed

Desired skills & qualifications:

- Experience with the administration & management of human resources, bookkeeping, finance, systems and technology (Windows workstations, Microsoft 365 including Outlook, Teams, Sharepoint, OneDrive, Excel, Word; Salesforce, Asana, Wordpress)
- Ability to learn quickly and retain new information
- Interest & ability to maintain a rooted work culture which is caring, professional, innovative & productive
- Excitement for supporting organizational excellence goals, including goals related to equity, diversity & inclusion
- Ability to generate and implement new ideas to innovate organizational systems and processes
- Strong troubleshooting & problem-solving skills
- Exceptional attention to detail
- Ability to learn quickly and retain new information

- Comfortable making most decisions with general guidance, coupled with a sense of judgement on when to make decisions independently, when to seek input, and how to scale input mechanisms

Compensation & benefits:

The starting annual salary range for this position is from \$60,000 to \$66,000 depending on qualifications and experience. Benefits for first year, regular, full-time employees include:

- 26 days per year of paid time off (PTO) to be used for any purposes
- An individual benefit of \$450 per month
- Up to a 3% match SIMPLE IRA non-designated retirement plan
- Budget to pursue professional development (ex: conference, coursework)
- A flexible work schedule
- 25% discount on nursery plant material at Cloud Mountain Farm Center
- 27.24% of employee's share of the Washington Paid Family & Medical Leave premium
- Mileage reimbursement for travel to & from temporary duty stations
- Additional forms of leave of absence: up to 40 hours additional PTO for jury duty service, leave without pay, Washington Paid Family & Medical Leave
- A supportive & inspiring working environment: well equipped offices, coworkers fostering a welcoming & inclusive environment, and the opportunity to help lead a nationally recognized organization

To Apply:

Email a cover letter, resume, and the contact information for three professional references to hire@sustainableconnections.org by the application deadline listed above.

Sustainable Connections complies with all federal, state, and local laws which prohibit discrimination in employment. Sustainable Connections is committed to recruiting and retaining a diverse workforce.

Sustainable Connections is an equal opportunity employer that believes it is the responsibility of our organization and all employees to ensure there is no discrimination against any employee or job applicant for employment based on race, color, religion, national origin, ancestry, age, sex, marital status, military service, sexual orientation, gender identity, the presence of any sensory, mental, or physical disability, genetic information, or any other protected status.

Individuals in need of an accommodation in order to participate in the recruitment, selection and/or employment process are encouraged to reach out to hire@sustainableconnections.org, which will initiate an interactive process to respond to & provide reasonable accommodations to qualified individuals.

All new employees must show employment eligibility verification as required by the U.S. Citizen and Immigration Service before beginning work at Sustainable Connections.