



Promoting peace through travel since 1949
1125 Sixteenth Street, Suite 201, Arcata, California 95521
usservas.org | info@usservas.org | 707.825.1714

OFFICE ADMINISTRATOR Position Description

The Office Administrator is responsible for all the office and business functions of United States Servas, Inc. These responsibilities are administrative, legal, fiscal and supervisory in nature. The Office Administrator reports to the Board of Directors, and interacts directly with the Board's designated Board Liaison.

DUTIES OF POSITION

- Acts as the primary contact person for the Board of Directors and the Executive Committee, through the Board's designated Board Liaison
- Implements Board policies with regard to the function of the office and its charge to serve members
- Serves as a resource to the Board as it sets policies for the organization
- Acts as spokesperson to the media and the general public (exclusively within the parameters of Board policies)
- Maintains digital and hardcopy office files in an orderly transparent manner
- Performs other duties as required or directed

FISCAL AND LEGAL RESPONSIBILITIES

- Complies with the Financial Handbook of U.S. Servas
- Communicates regularly with the Board Treasurer and the organization's Legal Counsel
- Assists in the development of the annual budget of U.S. Servas
- Provides financial documents to the Board, Treasurer, and Finance Committee as required for budget development and meetings
- Is responsible for office compliance with laws and rules of relevant city, state, and federal entities
- Ensures that all funds are accounted for and deposited in compliance with financial policies
- Monitors and optimizes office and business income and expenses
- Communicate with existing funders and donors and seek new funding sources
- Ensures that bills are paid in a timely fashion
- Verifies that appropriate insurance coverage is held at all times

ADMINISTRATIVE AND SUPERVISORY RESPONSIBILITIES

- Maintains a member-friendly, customer service-minded, peaceful, and orderly office
- Facilitates the smooth flow of daily office functions
- Recruits and oversees scheduling and training of hired staff, interns and volunteers
- Manages and assesses staff performance
- Communicates with Board Liaison regularly in matters of personnel, workload priorities, and requests from the Board and board committees to ensure a smooth, healthy environment for U.S. Servas employees and members
- Communicates with contractors including the bookkeeper, auditor and strategic planner

- Oversees and is familiar with duties of office staff, including the production of written documentation of office procedures
- Manages proper protocol for processing complaints (See Complaints Procedure Guidelines)
- Back up office staff as needed
- Oversees outreach and the expansion of membership
- Convene board committees/record minutes/follow up tasks
- Oversees or performs the creation and production of publications and communications, including newsletter, mailings and social media
- Supervises the implementation of national and international programs

WEB SITE MANAGEMENT

- Works with web developer and tech committee to maintain up-to-date website pages

EXPERIENCE REQUIRED

- Has experience working, communicating and negotiating with a Board of Directors, preferably in a non-profit organizational context
- Has experience supervising and motivating paid staff and volunteers to achieve various aspects of a common goal
- Has working experience with modern office equipment, computers, databases and software
- Has working experience with recording and reporting financial data with QuickBooks or equivalent program, including budgeting and cash flow tracking
- Has the ability to work well in a small non-profit office and from a virtual office
- Has an affinity for Servas' purpose of peace through travel, hosting, and cultural understanding
- Demonstrates initiative and a self-starter outlook
- Is familiar with California Labor Law

PHYSICAL DEMANDS

The physical demands and work environment described here are representative of those that must be met or may be encountered by an employee performing the essential functions of this job.

- Specific vision abilities required by this job include close vision for use of computer terminal and reading printed and electronic material
- The noise level in the office should not exceed a moderate level

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SCHEDULE:

- 35 hours/week

Starting rate of pay: \$18/hour