
ADMINISTRATIVE OFFICER



LITERACY ACTION

Location: Literacy Action Office, Peachtree Center
Reports To: Executive Director
Direct Reports: 2-3
Classification: Full-Time
FLSA Status: Exempt
Department: Operations
Team: Administration
Salary Range: \$50K+ Benefits
Apply At: careers@literacyaction.org
Website: www.literacyaction.org

SUMMARY

The Administrative Officer will be a strategic thought-partner, and report to the executive director (ED). The successful candidate will be a hands-on and participative manager and will lead the human resources, office management, administration, and IT functions, as well as partner with our contract accountant in finance and budgeting.

The Administrative Officer will play a critical role in partnering with the senior leadership team in strategic decision making and operations as Literacy Action implements its FY20-22 strategic plan and continues to enhance its quality of programming and build capacity. This is a tremendous opportunity for an operations leader to maximize and strengthen the internal capacity of Atlanta's oldest and largest nonprofit devoted to adult literacy.

A successful candidate will have a passion for Literacy Action's mission and significant experience in each of the following operational areas: human resource administration, IT, facilities and office management, and finance. S/he will be a creative and strategic thinker, strong at improving and institutionalizing processes, a quick learner, and a team player committed to strengthening organizational culture.

ESSENTIAL RESPONSIBILITIES

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- Oversee administrative functions as well as facilities to ensure efficient and consistent operations. Recommend new approaches, policies and procedures to effect continual improvements in efficiency of the organization.
 - Further develop LAI's human resources and administration, enhancing professional development, compensation and benefits, performance evaluation, training, culture-building, and recruiting.

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- Ensure all department and organization policies and procedures and activities are compliant with government laws, regulations, and guidelines to promote equity, growth, and a positive culture.
- Support Executive Director with coordinating logistics for internal organization-wide meetings, events, and board meetings.
- Manage front desk staff, schedule, protocol, and substitute coverage.
- Manage the organization's employee time management system and process.
- Serve as primary staff liaison to the organization's benefit contractor.
- Manage organization's on-and off-site vendors, including building management, parking management, and custodial services, and troubleshoot any vendor requests, needs, or concerns.
- In conjunction with the Executive Director, manage the hiring, onboarding and off boarding of employees.
- Work closely with the leadership team to support the organization's culture, communication, and strategic plan.
- Serve as liaison to Accountant in order to ensure financial processes are followed and documents are submitted in a timely manner. Work with Accountant and Executive Director to develop roles and responsibilities for annual budgeting process.
- Plan, deploy, and manage IT resources and IT Coordinator, oversee the day-to-day technology needs for the organization, lead database maintenance and improvement, and build a long-term technology plan.
- Administrative officers may also be responsible for event planning and organization.
- Negotiate outsourcing agreements with service providers.
- Manage the organization's physical infrastructure, physical plant, and system maintenance (phone system, security, cleaning, supplies, etc.)
- Provides day-to-day management and support to Literacy Action's senior leadership team, who are responsible for academic program management, research and design, fundraising, marketing and communications, systems and financial management.
- Holds team accountable for conducting operations in a legal, ethical and transparent manner while complying with policies, laws, and regulations related to the organization.
- Recruits and actively develops the capability of staff to meet current and future staffing needs.
- Sets performance goals and provides on-going feedback, coaching, and development to enhance the team's capability and to drive a culture of coaching and continuous improvement; reviews performance in a consistent, fair, and objective manner to facilitate open communication and to encourage continuous development and performance improvement.
- Provides the tools, resources, and training needed for team to effectively perform their roles.
- Performs all other duties as assigned.

EXPERIENCE, EDUCATION, AND CERTIFICATIONS

- Minimum of a BA, ideally with an Human Resources/CPA or related degree
- At least 5 -7 years of overall professional experience; ideally four-plus years of broad human resources, financial and operations management experience in a nonprofit environment
- Ability to translate financial concepts to – and to effectively collaborate with -- programmatic and fundraising colleagues who do not necessarily have finance backgrounds
- Technology savvy with experience selecting and overseeing software installations and managing relationships with software vendors; knowledge of accounting and reporting software and databases
- Commitment to training programs that maximize individual and organization goals across the organization including best practices in human resources activities
- A successful track record in setting priorities; keen analytic, organization and problem-solving skills which support and enable sound decision making
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders
- A multitasker with the ability to wear many hats in a fast-paced environment
- Personal qualities of integrity, credibility, and dedication to LAI's mission

KNOWLEDGE AND SKILLS

- **Results** - proven track record for exceeding goals; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; excellent problem solving, project management, and creative resourcefulness.
- **Operational Vision and Agility** – Exceptional strategic thinking skills; ability to anticipate future consequences and trends and incorporate them in the department planning process.
- **Leadership and Organization** – Exceptional management and leadership skills; ability to encourage team building and collaboration; ability to connect with all staff and stakeholders at various levels of the organization.
- **Action Oriented** – Ability to act and react as necessary, even with limited information is available; not afraid to take charge of a situation; can overcome resistance from team and take unpopular stands when necessary.
- **Functional Knowledge:** Experience in most (preferably all) aspects of operations
- **Customer Service Orientation:** Committed to excellent customer service with internal/staff customers, students, and board members.