



Office Administrator Job Overview

About IMPACT Silver Spring

IMPACT's mission is to bring about a more racially just and economically equitable Montgomery County by co-creating spaces based on community priorities that foster trusting relationships, and building people's capacities to transform their lives, communities and systems.

We offer an inclusive work environment that centers humanity, trusting relationships, and mutual support.

About the Operations Administrator Position

This position is a great opportunity for someone interested in continuing to grow professionally in non-profit operations and office administration, providing essential experience and skills that will support your development in these areas as well as human resources. Our ideal candidate has a background in these areas, with proven strong organizational, communication, and technology skills.

Being bilingual in English and Spanish, as well as experience in Donation Management, is a plus.

Key Responsibilities:

Administrative Support:

- Provide administrative support to the management team and staff members including scheduling staff meetings and events as required and preparing and distributing memos, letters, and other documents as needed
- Manage incoming and outgoing correspondence, including emails, phone calls, social media messages, and mail
- Maintain electronic and paper filing systems
- Coordinate board meetings, take minutes, and assist in meeting scheduling
- Manage benefits administration, including health insurance, disability, HSA (Health Savings Account), life insurance, and MD Saves programs
- Maintain personnel files and profiles in Paychex, including PTO (Paid Time Off) accrual rates, deductions, and payroll adjustments
- Facilitate onboarding and offboarding processes for employees, and ensure completion of appropriate paperwork for contractors and employees.

Office Operations:

- Anticipate and maintain office supplies inventory and coordinate office maintenance as necessary
- Implement systems to ensure the office is organized, clean, and welcoming
- Greet and assist guests upon their arrival and oversee use of the office by outside groups
- Serve as the primary point of contact for internal and external inquiries including liaising with vendors and service providers to ensure timely delivery of goods and services

- Maintain and oversee the use of various technologies including CiviCRM database, Egnyte database, Mailchimp, Canva, Eventbrite, Google Workspace, Zoom, and others

Record-Keeping:

- Keep accurate records of office expenses and manage supplies budgets
- Maintain and update employee records, including time-off requests
- Ensure the maintenance and organization of databases such as Egnyte and CiviCRM

Donation Management:

- Enter donation information into CiviCRM database
- Produce and mail tax acknowledgment letters based on deposit information

Essential Skills:

- Strong organizational and administrative skills; detail-oriented
- Strong oral and written communication skills. *Skills in a second language are helpful for interacting with diverse community members.*
- Ability to build relationships and strategic alliances with people from institutions, organizations and the community at large, and facilitate meaningful connections across silos and divides.
- Significant computer experience and proficiency: word processing (Microsoft Word), Excel, Google suite; other tools helpful – basic graphic production; digital photos; database management
- Fluency and comfort with problem-solving in an efficient manner
- Genuine interest in helping to improve and maintain administrative backbone of the organization

Personal Characteristics

- Deep passion for the vision of IMPACT
- Personal humility and commitment to the growth of self and others
- Knows how to ask for and receive help and feedback
- Proactive, self-starter, loves to take initiative
- Understands the big picture and larger context of the work, systems thinker
- Ability to see all sides of an issue and listen to multiple perspectives with compassion
- Patient, stays cool under pressure
- Positive, enthusiastic, and resourceful

Education and Experience Required

- Bachelor's Degree and 3 years of experience in office administration, or an equivalent combination of education and experience
- Prefer an individual with experience working at a non-profit organization
- Bilingual is a plus

Salary and Benefits

This is a full-time position. We believe in fostering a supportive work environment that values both in-office collaboration and the benefits of remote work. This position requires a commitment to working from our office location three to four days a week to allow collaboration and engagement with the rest of the team. The remaining day(s) offer flexibility for a hybrid work arrangement, allowing you to work remotely while maintaining productivity and achieving your goals. The remote work days may vary

depending on specific demands or projects. The salary for this position is \$60,000. IMPACT offers a collegial, supportive working environment, as well as paid holidays, annual leave, sick leave, and the last week of the calendar year off. Interested candidates should send their cover letter with resume electronically to jobs@impactsilverspring.org. The application process will be open until the position is filled. No phone inquiries please.