

## Family Connections

### Job Description

#### Administrative and Communications Manager

Job Title:	Administrative and Communications Manager	Reports to:	Executive Director
Program:	Administration	FLSA Status:	non-exempt
Last Updated:	May 2023	Location:	Cleveland
Salary Range:	\$50k - \$60k		

#### **Purpose**

The primary role of the Administrative and Communications Manager is to assure the efficient functionality of Family Connections from an administrative and communications perspective. Functions as a liaison between Family Connections, the building landlord and more significant vendors (including FC's IT vendor). Serves as primary point person on equipment, technology, documentation, and basic HR duties, such as organizing employee orientation packets. Serves as primary point person assisting with internal and external communications as it relates to applying Family Connections' brand guidelines to flyers and other marketing materials, eblasts to organization stakeholders, and website enhancements and updates. Also serves as primary lead on Constant Contact communications and social media communications.

#### **Functions**

1. Serves as primary staff person responsible for social media and 'electronic' updates including Facebook, website page, Instagram, and Constant Contact.
2. Serves as point person responsible for finalizing flyers and other externally facing communications vehicles to ensure FC brand guidelines are being followed.
3. Supervises administrative staff (responsible for maintaining office equipment, ordering office supplies and providing general administrative support)
4. Functions as the liaison to landlord
5. Scans bi-weekly bills to bookkeeper
6. Provides administrative support and troubleshooting as requested by Executive Director.
7. Manages conversion to digital filing of records
8. Reviews bills and invoices to assure accuracy of charges in advance of submitting payment.
9. Collaborates with bookkeeper on reconciliation of invoices and payments.

#### **Required Qualifications**

##### **Education, Training and Experience**

An Associate's Degree or equivalent combination of education, training and experience is preferred with a minimum of 5 years of increasing experience in office administrative management and basic communications/social media tools.

##### **Knowledge, Skills, Abilities**

1. Knowledge of administrative and clerical procedures
2. Knowledge of computers and relevant software applications (Microsoft Office Suite, WordPress, Excel)
3. Knowledge of customer service principles and practices

4. Strong interpersonal skills
5. Excellent written and oral communication skills
6. High degree of initiative and independent judgement
7. Able to organize work, engage in a variety of tasks simultaneously
8. Able to problem solve and trouble shoot
9. Familiarity with website and social media platforms and team meeting platforms and technology, such as Constant Contact, EventBrite, etc.

**In addition, all Family Connections staff are expected to be proficient in most and continuously growing in all these Core Competencies**

**Interpersonal relations and team building.** Establishes rapport with others across organization; respects and collaborates with others; considers and responds to the needs, feelings, and capabilities of others; establishes an open dialogue with others; shares information and decision-making responsibility with team members.

**Personal integrity, professional conduct, self, and time management.** Demonstrates dependability, honesty, integrity, trustworthiness, and credibility; Models appropriate professional behavior and speaks directly to people rather than at people; Accepts responsibility for own actions and willingly accepts constructive feedback; Maintains confidentiality and upholds ethical standards; Assesses own skills and identifies areas of improvement; Sets and achieves goals and works independently; Manages time effectively and completes assignments in a timely manner; Balances priorities and manages multiple tasks and projects.

**Fostering diversity.** Understands and embraces the differences that individuals, participants and staff bring to Family Connections; encourages and fosters the unique contributions and varied talents of diverse groups and individuals; Values, develops, nurtures, uses, and celebrates group and individual diversity; Removes barriers to participation and facilitates inclusion; Strives to ensure a friendly and harmonious environment for families and children, volunteers and staff; Treats others in an unbiased manner; Challenges the biased behavior of others.

**Judgment; problem solving and conflict management.** Uses discernment to evaluate each situation and determine the best course of action. Identifies important interrelationships related to a problem and solution; Supports decisions or recommendations with data and/or reasoning; Shares problem solving and supports and follows the problem solving solutions development by others; Anticipates, prevents and resolves conflicts while maintaining productive working relationships; Distinguishes between disruptive conflict and constructive differences; Identifies common interests to resolve differences and facilitates conflict resolution; Recognizes boundaries and does not participate in conflicts that are not theirs to manage.

**Interested applicants should submit a cover letter, CV, and salary requirement to Beth Darmstadter, Executive Director, [bdarmstadter@familyconnections1.org](mailto:bdarmstadter@familyconnections1.org)**

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