

Title: Communications & Administrative Coordinator
Employer: St. Mary's Center
Department: Administration
Status: Confidential, Exempt, Full-time
Compensation: Salary range \$50,000 – 55,000
Hours: Monday thru Friday, 8am – 5p, some flexible scheduling required
Reports to: Executive Director

About St. Mary's Center

St. Mary's Center, www.stmaryscenter.org, is a community of hope, healing and justice. We provide nutrition, advocacy, counseling, shelter, and social support to seniors and preschoolers in the heart of Oakland. St. Mary's Center operates 41 units of transitional housing, a senior center, and preschool and is developing permanent supportive housing as part of a comprehensive, collaborative community development strategy along the San Pablo Avenue corridor. We are proud of an excellent multidisciplinary team delivering high-quality services to people with urgent needs. Charity Navigator awarded us a 4- star rating for fiscal management and integrity for six consecutive years.

Position Summary

St. Mary's Center seeks a Communications and Administrative Coordinator to get the agency's message out, enable constructive conversations with community leaders and partners, and assist the leadership team with successful administrative projects.

Knowledge and Skills

Commitment to Social Justice and Understanding of Needs of Homelessness in Oakland – Strong commitment to SMC's mission and social justice; knowledge in the areas of homelessness, poverty reduction, upward mobility and economic equity; Knowledge of or willingness to learn relevant clinical practices and approaches to serve unhoused Seniors

Computers and Technology - Knowledge of electronic equipment, computer hardware, and software, including setting-up computers and tablets, downloading and installing applications, troubleshooting, and ability to educate other people in using different aspects of technology.

Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Organization and Recordkeeping – Maintaining files and records in a systematic way, keeping track of all work documents and managing successful performance of project; entering data into tracking systems, knowledge of administrative procedures and systems such as word processing, designing forms, and other office procedures

Multitasking and Efficiency - Ability to work under pressure in a positive, friendly and supportive environment. Ability to work independently and creatively; able to organize and manage multiple projects simultaneously while maintaining exceptional attention to detail.

Communication - Talking to others to convey information effectively; communicating effectively in writing as appropriate for the needs of the audience; Ability to speak effectively before groups of employees or clients of organization.

Client and Personal Service - Knowledge of principles and processes for providing client and personal services and ability to speak effectively before groups of employees or clients of organization. Comfortable and interpersonally effective in interactions with unhoused Seniors, including people experiencing homelessness and trauma, as well as volunteers, front line staff, elected officials, policy experts

Marketing and Media - Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and engage via written, oral, and electronic/social media; Knowledge of principles and methods for showing, promoting, and selling products or services

Management of Material Resources - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

Reading Comprehension - Understanding written sentences and paragraphs in work related documents. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; Ability to anticipate and solve problems before they occur and improve the efficiency and effectiveness of the people they support.

PRIMARY AREAS OF RESPONSIBILITY

Communications & Information Technology (40%)

- Supports Executive Director and management team by maintaining a regular schedule of social media posts using provided content and photos including event notices, volunteer recognition, “ring the bell” when a Senior gets permanent housing
- Simple website updates
- Technology evangelist supporting Executive Director, Contract /Data Manager in accelerating use of technology and tools
- Trains staff and volunteers on frontline technology (Outlook, Word, Excel) with support from Director of Finance and Administration, IT consultant and Contract/Data Manager.

Support to Board of Directors and Community Partners (30%)

- Assesses Board document management software, recommends technology solution, implements and trains Board members
- Maintains and updates corporate records including Board/Committee rosters, meeting minutes and announcements, calendar of Committee meetings
- Supports Board Committee for Strategic Planning and retreat, coordinating with consultant, Executive Director, Board leadership
- Attends Board Committee meetings and takes notes for Executive Director
- Maintains and updates Board Orientation Packet and related materials
- Supports staff leading San Pablo Avenue Revitalization Collaborative through meeting notices and calendar invitations, videoconference reservations, database management, Google drive development and technical support

Administrative (30%)

- Supports Executive Director with successful completion of projects, tasks, correspondence, calendar management and material development.
- Supports senior management team with meeting agendas, notes, follow-up
- Secures mail regularly from US Post Office Box, sorts and distributes.
- Manages correspondence not requiring the Executive Director's attention.
- Provides administrative support for grant proposals/reports, fundraising events, capital campaign planning or volunteer recognition events including drafting outlines, compiling or researching information, coordinating management team member collaboration
- Ensures friendly, efficient greeting of guests and clients at Welcome Desk by recruiting and training volunteer/intern receptionists (when shelter-in-place is lifted)

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- BA degree or two years' work experience preferred. AA and three years related experience and/or training; or equivalent combination of education and experience.
- Super-proficiency in Microsoft Office 365 including Outlook, Word, Excel, OneDrive, Teams, Planner; project management; and social media.
- Love of technology and learning new skills; love of sharing new skills with others patiently
- Experience with social media management tools like HootSuite as well as Facebook, Instagram, Twitter
- Flexible, able to enjoy the administrative challenges of supporting a mid-size agency of diverse people and programs.
- Ability to work independently and creatively;
- CA Driver's license.
- Bilingual Spanish or Cantonese a plus

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In general, while performing the duties of this job, the employee is expected to stand; walk; sit; reach with hands and arms; and talk or hear.

- Must be able to clearly communicate with others (verbally and in writing) to understand them and to be understood.
- Must be able to occasionally lift and/or move up to 30 pounds.
- Must be able to walk across agency offices and climb/descend stairs. Office located on second floor
- Must be able to effectively use a computer and telephone to conduct business.
- Must be able to communicate over a telephone, and take notes.

St. Mary's Center is an Equal Employment Opportunity Employer

St. Mary's Center is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEOP). It is the stated policy of St. Mary's Center that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age (over 40), sex, marital status, medical condition (cancer related) or physical handicap (includes all other medical condition).