

ADMINISTRATIVE SERVICES MANAGER

The Foster City Village <http://fostercityvillage.clubexpress.com> is a California registered non-profit 501(c)3 organization which supports older adults as they age in our community. We provide social connections, mobility, practical assistance, access to services and educational opportunities - All while fostering active engagement in the community itself.

We are seeking a dynamic, outgoing, detail-oriented, and organized team player to serve as the organization's Administrative Services Manager. This position requires the candidate to have a passion for working with older adults and has broad responsibilities to provide **both** administrative and marketing support.

Serving as the "go-to" person in the office, the Administrative Services Manager needs to be a self-starter, organized, have a can-do attitude, and have strong problem solving skills as well as the ability to work as a team member in a collaborative and participatory manner. This position requires a person who has the capacity to multi-task, be flexible, SMILE and exercise patience as each day unfolds.

RESPONSIBILITIES AND DUTIES

- Member Services – In close cooperation with the Village Volunteers, coordinates, manages and confirms all member services requests to ensure fulfillment of those requests to maintain high member satisfaction.
- Organizational Effectiveness – Responsible for the coordination of all office operations, member and volunteer database maintenance. Evaluates functions to increase the effectiveness and efficiency of office services. Thinks outside the box. Offers alternative/creative solutions, conclusions or approaches to problems/concerns. Supports development and maintenance of digital & social media platforms, such as Facebook and the Foster City Village website.
- Assists with recruitment, training and coordination of Village Volunteers
- Information Resource - Actively looks for ways to help provide service to Village members. Keeps abreast of the Village concept and evolution of ideas utilizing the Village- to-Village Network (VtV) and resources within the community at large.

Compliance – Gains thorough understanding of all laws, regulations and standards ensuring non-profit operational compliance of the Village. Recommends policies, goals, objectives and procedures to board members, organization officials and staff members as necessary.

- Marketing and Fundraising - Assists with marketing and fundraising events. Helps identify and cultivate corporate sponsors, event sponsors, fundraisers, donors and volunteers.

REQUIREMENTS / QUALIFICATIONS

- Bachelor's degree preferred, particularly in a related field such as gerontology, human services, sociology, social work, communications, or business administration
- 3 years + of professional and/or volunteer experience in customer service
- Excellent skills in listening, writing, and oral communication
- Computer proficient
- Experience working with seniors is strongly desired

TERMS OF EMPLOYMENT

This is part-time position, 20-hours per week. Office hours are Monday-Friday, 9am-1pm; occasionally, it will be necessary to work an evening or weekend day/evening, in which case the week's total hours will not exceed 20 hours.

Compensation will be \$18-20/hour commensurate with experience. This is not a benefited position.

For immediate consideration, please email your cover letter and resume. In your cover letter, please detail the level of your experience, qualifications, and computer skills as it compares to this position along with three (3) professional references to:

Via email to Sophia Hutson at svhutson.fcv@gmail.com: Subject line, "FCV Office Administrator"

-or-

Via USPS mail:

Foster City Village
Attn: Sophia Hutson, OA Job Posting
969-G Edgewater Blvd. #901
Foster City, CA 94404

No phone calls or email inquiries, please.

To download or print this job description, visit: **www.fostercityvillage.org** and look for the horizontal tab "**Job Openings**". After it is open on the upper right side there are two small icons: one will download the document to your computer, and the other will print it.

For more information on Foster City Village, visit: www.fostercityvillage.org