

<b>POSITION TITLE:</b>	Administrative Manager
<b>JOB STATUS</b>	Full-time (40 hours), nonexempt; permanent
<b>PAY RANGE:</b>	\$53,000 - \$60,000 annually
<b>BENEFITS:</b>	<ul style="list-style-type: none"> <li>• Kaiser HMO or Blue Shield PPO medical and Principal dental &amp; vision (premiums 90% employer-paid); life &amp; long-term disability coverage, plus an EAP (at no employee cost)</li> <li>• Vacation, sick, and personal time accruals, and 11+ paid holidays annually</li> <li>• Health and Dependent Care FSA, Commuter Check, and 403(b) options available</li> </ul>
<b>HOURS:</b>	General business hours are 9am – 5pm, Monday – Friday; some flexible scheduling and telecommuting for special projects
<b>REPORTS TO:</b>	Executive Director
<b>POSITION START:</b>	Open until filled

**About the Mental Health Association of San Francisco (MHASF)**

For over 70 years, MHASF has embodied the progressive ideals San Francisco is known for. We have advocated against stigma and discrimination in mental health across diverse communities, changed, and challenged policy, perception, and ultimately people. As a peer-run organization, we know that systems change comes when those affected by the issues are centered in the solutions. A majority of our mental health support programs are staffed by people with personal lived experience of mental health challenges—peers—who use their expertise in their own recovery to build trust, self-confidence, and hope with those seeking support. Looking ahead to a future of mental healthcare focused on holistic, person-centered, and recovery-oriented services, MHASF is working to ensure that peer providers are an integral part of these emerging mental health systems.

**OVERVIEW OF POSITION**

The Administrative Manager will play a critical role in ensuring the smooth day-to-day operations of MHASF's offices by making sure our team has the resources they need to do their life-changing work. The position will focus on maintaining and improving the regular processes that keep our agency running and our work environment a comfortable, positive place to be—keeping supplies in stock, supporting payroll, conducting employee orientations, updating files, maintaining equipment and office space, communicating important information to staff, and more. The Administrative Manager will also provide some administrative support to our Executive Director and Board of Directors, keeping meeting minutes, scheduling meetings, and ensuring that documents and correspondence are polished and professional. We're seeking a candidate who thrives on the challenge of managing multiple simultaneous processes, excels at attending to details without losing track of the big picture, has a personable and effective communication style, and takes a proactive approach to problem-solving and quality improvement. If you're experienced in administration or operations and enthusiastic for our mission, we want to hear from you!

**Responsibilities**

This position entails being responsive to new needs and challenges as they arise, so every day will be different. In general, the Administrative Manager's responsibilities will fall into the following major areas:

**Office Management (40%)**

- Anticipates supply needs and places orders; tracks inventory and collaborates with staff to address needs
- Maintains and troubleshoots IT equipment and systems, escalating to IT Consultant as appropriate
- Coordinates the implementation of changes such as space reorganization or introduction of new software

## **JOB ANNOUNCEMENT**

**POSTED: June 06, 2019**

**DEADLINE: Open until filled**

- Communicates with building facilities management to address problems and questions
- Updates and maintains critical agency records, such as emergency action plans, emergency contact lists, staff directories, and compliance documents
- Supports staff with processes such as reserving rooms, obtaining petty cash, and obtaining non-ordinary supplies
- Ensures office spaces, including conference rooms, are set up appropriately and well-maintained

### **HR Lead (35%)**

- Supports payroll review and processing in collaboration with Finance team
- Edits and posts job descriptions internally and externally, screens and routes incoming job applications
- Conducts new staff onboarding and orientations
- Serves as resource point of contact for benefits and payroll-related issues
- Maintains and makes improvements to personnel filing systems
- Oversees administrative processes related to personnel changes, such as promotions or benefits changes

### **Executive Director & Board of Directors Support (10%)**

- Takes Board and staff meeting minutes, distributes and tracks action items
- Serves as liaison between the Board of Directors and broader agency
- Assists Executive Director with communication of important information to staff
- Drafts documents and correspondence, proofreads and edits written materials such as grant proposals
- Supports occasional special projects

### **Quality Assurance and Systems Improvement (15%)**

- Identify, develop, implement, and support systems improvement activities to increase compliance rates to standardized benchmarks and definitions
- Creating and develop workflow and process documentation for administrative and program activities
- Assists with development, administration, and evaluation of program participant satisfaction surveys

The above list is meant to be representative, not comprehensive, and is subject to change depending on the needs and priorities of MHSF.

### **REQUIRED QUALIFICATIONS:**

- Bachelor's Degree in Public Health, Business, Administration or related field from four-year college or university preferred and 2 or more years of related experience; or equivalent combination of education and experience
- Minimum 1 year experience in HR and 1 year experience in QA/QI
- Highly developed organizational skills, both in managing work and maintaining organized spaces
- Excellent writing, proofreading, and document formatting skills; experience taking meeting minutes
- Experience taking initiative to self-educate about unfamiliar subjects or concepts
- Experience with maintaining and effectively troubleshooting IT systems and office equipment
- Intermediate or higher skill in Microsoft Office Suite programs (Outlook, Excel, Word, and PowerPoint)
- Professional experience maintaining office filing systems and following filing procedures
- Effective verbal communication skills with a wide variety of audiences, approachable interpersonal style
- Ability to hold boundaries and use discernment in responding to support requests from staff
- Demonstrated experience with maintaining confidentiality and handling sensitive information appropriately
- Resourcefulness, ability to prioritize competing demands, and strong time management habits
- Ability to explain step-by-step processes effectively, create useful documentation, and help others learn
- Willingness to learn from others, take feedback, and make adjustments to communication and behavior
- Affirmative and accepting approach toward people whose needs and experiences differ from one's own
- Commitment to upholding the mission, vision, and values of MHSF

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*The mission of MHSF is to cultivate peer leadership, build community, and advance social justice in mental health.*

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**COMPUTER AND IT SKILLS:**

- Applicants must have knowledge and experience in
  - Microsoft Windows and PC Skills
  - Microsoft Office Suite
  - Quickbooks
  - Strong Internet Research Capabilities

**TO APPLY**

Applications **must** include the following:

- 1) An up-to-date **resumé**
- 2) A thoughtful **cover letter** describing your unique qualifications for and interest in this role

Include these documents as attachments in either a Word or PDF format with the title of the position in the subject. Applications that do not include all two of these documents will not be considered.

**Submit your application online:** <https://mentalhealthsf.formstack.com/forms/jobadministrativemanager>

We endeavor to maintain an accessible and transparent application process. We will confirm receipt of all complete applications, and will strive to notify applicants of the status of their application as soon as possible. No phone calls about this position, please.

**Equal Opportunity Employment Statement**

Mental health challenges can affect anyone at any time, regardless of identity or background, and consequently the communities we serve are highly diverse. As a peer-run organization, we also recognize the importance of lived experience as an irreplaceable form of expertise and as a basis for building trust and providing effective services. We welcome and strongly encourage people from historically marginalized and economically disadvantaged groups, including people who identify as disabled or neurodivergent, to apply to work with us.

MHASF is committed to providing equal employment opportunities to all qualified applicants for employment and does not discriminate on the basis of race, religion, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status, sex, gender or gender identity, gender expression, age, sexual orientation, military or veteran status, or any other factor not related to ability to successfully fulfill the requirements of the position.