

POSITION TITLE:	Office Manager/HR Coordinator
JOB STATUS	Full-time (40 hours), exempt; permanent
PAY RANGE:	\$50,000-\$55,000 annually, depending on experience
BENEFITS:	<ul style="list-style-type: none"> • Kaiser HMO or Blue Shield PPO medical and Principal dental & vision; life & long-term disability coverage, plus an EAP (10% employee contribution) • Vacation, sick, and personal time accruals, and 11+ paid holidays annually • Health and Dependent Care FSA, Commuter Check, and 403(b) options available
HOURS:	General business hours are 9am – 5pm, Monday – Friday; some flexible scheduling and telecommuting for special projects is possible
REPORTS TO:	Operations Manager
SUPERVISEES:	None
POSITION START:	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 and changed 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. All 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.

MHASF’s core work is providing low-threshold, peer-based support services addressing underserved needs in individual, group, community-based, and telehealth modalities. We lead the San Francisco community in providing progressive, innovative training and technical assistance on recovery-oriented mental health topics for businesses, community-based organizations, employers of peer staff, and the general public. We also develop peer mental health workers and advocates through training, mentorship, and work and volunteer opportunities. People with lived experience of mental health challenges are strongly encouraged to apply to work with us!

OVERVIEW OF POSITION

The Office Manager/HR Coordinator will play a critical role in ensuring the smooth day-to-day operations of MHASF’s offices and making sure our team has the resources they need to do their life-changing work. The position will focus on assisting the Operations Manager with recruiting, onboarding, and retaining stellar employees, and helping maintain the regular processes that keep our agency running and our work environment a comfortable, positive place to be—conducting employee orientations, updating employee files, communicating important info to staff, coordinating with outside vendors to maintain office equipment staff frequently use, assisting our Executive Director, and more.

We’re seeking a candidate who thrives on the following challenges: growing our agency while maintaining our organization’s identity and culture, managing multiple simultaneous processes, and attending to details without losing track of the big picture. We are also looking for someone with a personable and effective communication style who is excited about working in a dynamic and rapidly expanding organization and who both has a proactive approach to problem-solving and can take direction. If you’re an experienced human resources or administrative professional who is enthusiastic about 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 Office Manager/HR Coordinator’s responsibilities will fall into the following major areas:

Office Management (60%)

- Anticipates supply needs and places orders; tracks inventory and collaborates with staff to address needs
- Communicates with building facilities management to address problems and questions
- Updates and maintains critical agency records, such as emergency contact lists, staff directories, and compliance documents

- Updates and maintains office procedures and guides
- Builds positive relationships with agency vendors and serves as first point of contact for vendors
- Supports staff with processes such as reserving rooms, obtaining petty cash
- Ensures office spaces, including conference rooms, are set up appropriately and well-maintained

HR Coordination (40%)

- Supports payroll review and processing in collaboration with Operations and 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
- Submits employment-related documents to appropriate local, state, and federal entities
- Maintains and makes improvements to personnel filing systems
- Coordinates administrative processes related to personnel changes, such as promotions or benefits changes

The above list is meant to be representative, not comprehensive, and is subject to change depending on the needs and priorities of MHASF. This includes other duties as assigned by the Operations Manager and Executive Director.

REQUIRED QUALIFICATIONS:

- Bachelor's degree (degree in psychology, sociology, business administration, or related field preferred) or equivalent work experience
- At least 4 years' professional experience as an office manager, administrative assistant, or similar and must include a minimum of 1 year of HR support
- Ability to prioritize effectively in a fast-paced, quickly changing, and high growth environment
- Professional experience maintaining office filing systems and following filing procedures
- Highly developed organizational skills, both in managing work and maintaining organized spaces
- Resourcefulness, ability to prioritize competing demands, and strong time management habits
- Ability to hold boundaries and use discernment in responding to support requests from staff
- Excellent writing, proofreading, and document formatting skills; experience taking meeting minutes a plus
- Intermediate or higher skill in Microsoft Office Suite programs (Outlook, Excel, Word, and PowerPoint)
- Effective verbal communication skills with a wide variety of audiences, approachable interpersonal style
- Demonstrated experience with maintaining confidentiality and handling sensitive information appropriately
- 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 MHASF

HOW TO APPLY

Applications **must** include the following:

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

Include these documents as attachments in either a Word or PDF format. Applications that do not include all three of these documents will not be considered.

Complete the application and submit all required document through our online portal:

<https://mentalhealthsf.formstack.com/forms/jobsofficehr>

No walk-in visits, emails, faxes, or phone calls about the position.

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.

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.