Administrative Services Manager

Department: Operations  FLSA Status: Non-Exempt  
Reports to: Director of Operations  Position(s) Supervised: N/A  
Location: Bigfork, MT

WHO WE ARE
The Crisis: The truth is there are not enough equipped families to care for Montana’s most vulnerable children who enter the foster care system due to abuse and neglect.

The Solution: Whether a child’s need is a few days, a few months, or forever our vision is a family for every child. We raise up bold and passionate Christians to do the hard work of caring for these children in our communities. Our mission is to find and equip foster and adoptive families for children who have suffered abuse and neglect.

Organizational Values:
• We are fearless. Our faces are as lions.  
  “They were brave warriors, ready for battle and able to handle the shield and spear. Their faces were the faces of lions.” 1 Chronicles 12:8  
• We see the unseen. What can be compels us.  
  “So we fix our eyes, not on what is seen, but on what is unseen.” 2 Corinthians 4:18  
• We are ambassadors. We bear the image of another.  
  “But you are a chosen people, a royal priesthood, a holy nation, God’s special possession, that you may declare the praises of him who called you out of darkness and into his wonderful light.” 1 Peter 2:9  
• We go out in joy. Our path is marked by light.  
  “For you shall go out in joy and be led forth in peace; the mountains and the hills before you shall break forth into singing, and all the trees of the field shall clap their hands.” Isaiah 55:12

THE ROLE
The Administrative Services Manager supports the day-to-day operational activities of the mission. This position is both people and detail, creative and analytical.
TO BE SUCCESSFUL

Your knowledge, skills, and abilities:

• Proactive and analytical thinker. You can evaluate situations, timelines, and data, recommending or taking next steps as needs arise.
• Strong project management skills. You can take ideas from conception to implementation with a keen eye for details.
• Highly efficient in time management and priority setting. You enjoy working with the day-to-day activities of an organization and can pivot quickly to changes in a fast-paced environment.
• Proficient in Microsoft office suite. We use it all: Outlook, Word, Excel, PowerPoint, Teams, OneDrive, SharePoint.
• Skilled at working with a variety of technology including CRMs, video conferencing, cloud-based applications, etc. Half of our team is spread across the state, so we are always online.
• Warm and relational verbal, written, and interpersonal communication skills. You can connect with a variety of people in a range of settings (small gatherings, large groups, individual meetings, etc.).
• Ability to maintain confidentiality under a wide range of circumstances.
• Sound perception in conversations, observation, judgment, and decision making. You know how to listen both to the said and unsaid, you know how to ask questions to gather more information, and you know how to take the next right step.
• Active learner willing to collaborate with others and learn new ideas. We are always learning, and you enjoy growing in knowledge and skill along the journey.

Your education, certification, experience and/or other requirements:

• Bachelor’s degree in business or related field and a minimum of 4 years of working experience in an administrative role. Equivalent education and experience will be considered.
• Minimum of two years of working experience in benefits administration and payroll.
• Prior experience with QuickBooks is a plus.
• Must have a valid driver’s license, active and up to date liability coverage, and a dependable vehicle.

THE DAY TO DAY

Your essential duties and responsibilities:

• Administer all payroll and employee benefits activities.
• Coordinate and organize the deliverables of the performance management
• Support Director of Operations in regular upkeep of organizational documents, policies, and procedures.
• Assist with managing the employee life cycle.
• Organize logistics and operational support for events and program services including annual team gathering, virtual connections, board meetings, family service offerings etc.
• Process weekly deposits and back up on daily check entries as needed.
• Communicate and coordinate all needed financial documentation and information for the accountant.
• Manage employee credit cards and personal expense reimbursements.
• Track multiple renewal and replacement schedules for hardware, software, and other technology platforms.
• Administer new devices as needs arise.
• Ensure inventory tracking is kept up to date.
• Support the Director of Operations in managing the CRM platform.
• Coordinate needed janitorial and maintenance requests from offices.
• Complete equipment and supply order requests.

To perform this job successfully, an individual must demonstrate the capacity or potential to perform each essential duty with excellence. The above statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned.

Work Environment
• The normal work environment is an office environment with occasional meetings offsite in conference areas, coffee shops, and/or other public spaces.
• Noise level in the work environment is moderate.
• The general work schedule is Monday-Friday, 8am-5pm but can vary based on the needs of the organization and will have some weekend and evening work.
• Travel to event locations, team gathering locations, and other Regional Offices on an as needed basis.

Physical Demands
• 1/3 of the time be able to: climb or balance; stoop, kneel, crouch or crawl; lift up to 50 pounds; push or pull up to 25 pounds.
• 3/4 of the time be able to: stand; sit; walk; use close vision (20 inches or less) for computer work; reach with hands and arms.
• 3/4 of the time be able to: use hands; talk and hear.
The above is representative of the faith, values, knowledge, skills, abilities, education, experience, physical demands and other requirements an employee needs while performing the essential functions of this job. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATION PROCESS
To apply for the Administrative Services Manager position, please email a cover letter, resume, and three professional references to careers@childbridgemontana.org. In your cover letter, please detail your interest in our mission and how you see yourself making an impact in this role.