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## SAINT LOUIS MHB JOB DESCRIPTION

Job Title: **Director of Administration**

*(Formerly Director of Operations)*

FLSA Status: **Exempt**

Department: **Administration**

*(Formerly Operations)*

Status: **Full-Time**

Reports to: **Deputy Director**

Revision Date: **December 2023**

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### POSITION SUMMARY:

The Director of Administration anticipates the executive, strategic and programmatic needs of the Saint Louis MHB team to coordinate and deliver efficient, dynamic administrative services that enable staff to focus on the organization's mission. This position ensures that the administration of the organization operates efficiently and effectively to facilitate attainment of MHB's strategic goals.

### ESSENTIAL FUNCTIONS:

1. Planning
  - Participates in MHB's formal planning processes
2. Management
  - The Account Specialist and other temporary or contracted team members report directly to this position
  - Recruits, interviews, and recommends potential candidates to the Deputy Director and Executive Director
  - Trains and manages staff activities and workflow, while providing individualized, ongoing support and mentoring for direct report(s)
  - Prepares annual performance evaluation for each direct report and submits to the Executive Director for review and approval
3. Administration
  - Manages administrative processes to enhance organizational effectiveness
  - Supports organization-wide records management in consultation with MHB Leadership Team
  - Plans and monitors day-to-day office management
  - Supports Program Team in developing internal processes and controls needed for managing application cycles and agency reporting
  - Monitors all existing vendor relationships, facilitates bid processes for new vendor services as needed, and oversees vendor contract renewals
  - Serves as liaison with property management organization

#### 4. Information Technology

- Trains staff and funded partners on the use of MHB's grant management system for application processes, reporting, and record maintenance
- Manages relationship and serves as liaison to external IT support provider
- Serves as first line IT support for MHB staff for technology and software issues, escalating issues to MHB's IT support provider as appropriate
- Oversees broadband/Internet and Wi-Fi access, ensuring functionality
- Conducts annual inventory of MHB technology and manages equipment replacement using a pre-determined schedule
- Catalogs and maintains database of all software and corresponding equipment licenses and provides this information annually to MHB's Controller in support of the annual financial audit
- Oversees MHB communication systems, including telephones, 3CX system, instant messaging, etc.

#### 5. Community Relations and Public Affairs

- Creates strategy for internal and external communications for the organization
- Manages website and social media
- Maintains brand consistency
- Supports the design and development process for web-based and printed publications (e.g., Annual Report)

#### 6. Other duties as assigned by management

### QUALIFICATIONS:

1. Bachelor's degree in business, information technology, public administration, or related field, plus at least 6 years' experience in office operations/management, information technology equipment/software, and related functions OR equivalent experience at a management level in a business, corporate, or non-profit setting
2. Proficient in MS Office, grant management, and finance/accounting software with the ability to train staff on the use of office system's software
3. Ability to remain up to date on current technologies, communication systems, social media, and Internet changes
4. History of working cooperatively and effectively with public officials and organizational personnel
5. Exceptional written and verbal communication skills
6. Commitment to health equity and racial justice
7. Objective decision maker that does not include personal preference or bias in decisions
8. Excellent judgment and ability to handle confidential information
9. Valid driver's license
10. Reliable transportation allowing travel between locations when required

11. Independently mobile in a variety of locations and settings

**SIGNATURE:**

I have read and understand the job description for my position at the Saint Louis MHB. The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to an all-exhaustive list of all associated responsibilities, skills, efforts or working conditions. The Saint MHB reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities and position titles as it deems necessary to meet the needs of the business.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Supervisor's name

\_\_\_\_\_  
Supervisor's signature

Today's date: \_\_\_\_\_