

Lotus Bloom

555 19th Street, Unit 131
Oakland, CA 94612
510-735-9222
www.lotusbloomfamily.org



PROGRAMS ADMINISTRATOR

2020-21

OUR MISSION:

Providing a safe, welcoming and inclusive space to traditionally underserved populations to come together as a community to provide children with a rich learning foundation.

OUR VALUES:

** High-touch approach to families * Community-building approach * Multicultural * Philosophy of Listening
* Parents and caregivers do not feel they are being judged* Continuous Learning*

LOTUS BLOOM RAPID RESPONSE STRATEGY II:

As Lotus Bloom enters a second phase of supporting Oakland families during the COVID-19 global pandemic, we will continue remote family navigation and online learning programs complemented by enrollment-only 3 day/week neighborhood based in person playgroups and family support programs.

POSITION PURPOSE

The Programs Administrator's Role is to accomplish/achieve the following:

- Provide administrative expertise to Lotus Bloom's Departments of Learning and Family Navigation through the development, implementation and evaluation of all family engagement processes including but not limited to:
 - intake forms for navigation services
 - online enrollment for in-person playgroup programs
 - communications within playgroup cohorts
 - access to Online Learning
 - feedback loops for families to give insights into how to improve all initiatives at Lotus Bloom
- Collaborate with Production Manager and Development Director to provide technical expertise in the creation and dissemination of marketing materials in various mediums including print, social media posts, website updates, blog posts, youtube videos and virtual events
- Collaborate with supervisors and program teams to ensure grant deliverables are documented for exceptional reporting
- Increase cross-cultural relationships, self-awareness, competency, and advocacy
- **Report to the Director of Family Navigation and Community Initiatives as well as the Director of Learning and Community Initiatives.**

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CORE CHARACTERISTICS FOR EFFECTIVENESS:

Distinguishing characteristics that enable the Programs Administrator to be very effective include:

- Strong organizational and communications skills
- Innovative self starter with a “can-do” attitude that seeks creative solutions
- Ability to represent and communicate the Lotus Bloom brand
- High-level competence in best practices around communications, marketing, social media and online presence
- Proven ability to manage projects from beginning to end according to outlined scope, budget, and timeline
- Ability to set, communicate and effectively meet project deadlines
- Attention to detail and working knowledge of Lotus Bloom’s quality standards
- Effective community organizer and relationship builder; demonstrated experience utilizing a strengths-based approach
- Takes initiative to create new systems of data tracking and scheduling and recommends best practices

RESPONSIBILITIES:

This position’s responsibilities with the exception of receiving orders, in person meetings, special events or general office maintenance (filing, mail, etc.) can be conducted entirely from a remote location.

Administrative Support for Learning and Family Navigation

- Coordinate with the Director of Learning and Director of Family Navigation to design team-centered schedules, processes and filing systems for curriculum materials, community resources, client information and digital/print marketing materials
- Oversee Lotus Bloom’s Customer Relationship Management (CRM) systems with consistent updates to participant family information in Salesforce, CitySpan and other applicable databases
- Coordinate with Directors to complete community-wide communications; manage translation and design of marketing materials for Lotus Bloom programs
- Support the Director of Learning and the Director of Family Navigation in meeting deadlines, managing team and program calendars; document meeting notes, elevate themes, and maintain an assignment tracker of ongoing responsibilities
- Contribute regularly to Lotus Bloom’s Anecdotal Story Bank; collaborate with teams to keep track of impact measures

Site Operations

- Monitor, stock, and order program supplies, office supplies, parent resources, and PPE supplies
- Direct and respond to incoming general inquiries via email, mail, and telephone
- *Facilities Management – work with Facilities staff and teachers to maintain a tidy and presentable classroom, kitchen, outside area and office.*
- Coordinate with vendors for repairs and cleaning and upkeep of the site
- Coordinate with the Director of Development to conduct site visits with donors, visitors, and community partners utilizing the Lotus Bloom Visitors Guide as a resource

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QUALIFICATIONS:

- Family Support is at the core of our mission and vision. We are seeking an individual who understands or has a working knowledge of Family Support and is passionate about empowering children and families through strength-based practices.
- Self starter with strong organizational skills and the ability to multitask
- Excellent written and verbal communication skills
- Intermediate to advanced computer proficiency
- Experience utilizing Google Suite, Dropbox, Mailchimp, Canva, and other cloud-based platforms
- Experience with CRM Platforms (ie. Salesforce)
- Familiarity with early childhood education or child development
- Lived/Working experience in the African American community or verbal and written skills in Spanish, Chinese, or Arabic a plus

START DATE: August 10, 2020, 30-35 hours

COMPENSATION: \$18.70 - \$24.00 / hour *based on experience; Benefits Package includes Paid vacation, holidays, and sick time. Paid medical and dental benefits for full time employees (30+ hours per week).

DISCLAIMER: The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor is it to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.