



OPERATIONS ADMINISTRATOR

2021-22

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*

POSITION PURPOSE:

The Operations Administrator at Lotus Bloom is to accomplish/achieve the following:

- Ensure peak office operations and provide solutions and frameworks for organizational success through regular evaluation office/administrative operations in accordance with administrative best practices and Lotus Bloom's values of asset-based approach, community building and encouragement of continuous learning
- Represent the organization to a wide range of stakeholders including families, organization partners, philanthropic supporters and the greater Oakland community; demonstrate the Mission and Values of Lotus Bloom and Social Responsibility
- Collaborate with Human Resources and Director to develop and steward a seamless office culture in accordance with Lotus Bloom's mission and values

Reports to the Director

CORE CHARACTERISTICS FOR EFFECTIVENESS:

Distinguishing characteristics that enable this role to be very effective are:

- Strong organizational and written/verbal communications skills
- Innovative self starter with a "can-do" attitude that seeks creative solutions
- High-level competence in best practices around IT, phone systems, cloud-based systems, office administration and project management
- Proven ability to manage administrative projects from beginning to end according to outlined scope, team, budget, and timeline
- Effective community organizer and relationship builder; demonstrated experience utilizing a strengths-based approach and encouraging the learning of peers and staff
- Willingness and enthusiasm to steward the Lotus Bloom community culture
- Willingness to be a support and leading mentor to staff in order to further the mission and vision of Lotus Bloom

RESPONSIBILITIES:

Organization-wide Operations

Facilities Management

Lotus Bloom

2800 Park Boulevard
Oakland CA 94610
510-735-9222
www.lotusbloomfamily.org



-
- Maintain office efficiency; monitor, stock, and order program supplies, office supplies, parent resources, and PPE supplies
 - Respond to and triage incoming emails and phone calls, paper mail at Lotus Bloom's Main Office located at 2800 Park Boulevard
 - Collaborate with the teams onsite to maintain a tidy and presentable classroom, kitchen, outside area and office.
 - Coordinate with vendors for repairs and cleaning and upkeep of the resource centers
 - Lead in organizing procedures for handling correspondence, manage filing systems, and overseeing supplies and equipment

Scheduling and Logistics

- Manage office calendar to adequately reflect ongoing programs, events, office traffic (maximum capacities adjusted for COVID-19 safety apply), visits, vendor work etc.
- Support in coordinating visits with potential and current donors, visitors, and community partners
- Collaborate with teams in coordination of onsite events including Professional Development Seminar Weeks and All Team Meetings by overseeing facility logistics including scheduling, meal orders, facility setup and teardown

Technical Leadership

- Manage cloud based systems with the IT service providers including GSuite, Zoom, Techsoup, Salesforce, Gusto, QBO, GoDaddy and Weebly
- Serve as a technical assistant for the Organization by troubleshooting any technical equipment or software, uplifting technical improvements/updates needs to the Human Resource Manager
- Lotus Bloom's email, filing system and calendar management are run in Google - act as Google Admin to manage these systems efficiently

Compliance

- Complete Annual Compliance Renewals including Business Tax License, Certificates of Insurance, and other exemptions
- Register annual State, Federal, County, City credits and rebates for 2800 Park Boulevard property
- Maintain compliance with GSA and City/County for properties at 2800 Park Boulevard and 8711 MacArthur Boulevard Portable B by planning and leading projects for upgrades, inspections and re-permitting

Community Management

Onboarding New Employees

- Support the Human Resources and Director in onboarding new employees with all necessary equipment, facility access including alarm codes and keys, Lotus Bloom email address and Google Voice number if necessary.
- Act as a resource to new hires by providing tutorials, recorded trainings and technical assistance support as employees settle in to the work environment
- Take initiative to develop training materials for recurring requests for support from staff and present at All Team Meetings

Maintaining a Safe Work Environment

Lotus Bloom

2800 Park Boulevard
Oakland CA 94610
510-735-9222
www.lotusbloomfamily.org



-
- Support the Human Resource Manager in updates/upgrades of office equipment and notices to create an ergonomic, eco-friendly, ADA compliant and all around inclusive environment for staff, families and visitors

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, the Strengthening Families Framework and is passionate about empowering children and families through strength-based practices.
- 2+ years of office management experience
- Proficiency in Google Suite, Dropbox, Mailchimp, Canva, CRM Platforms (ie. Salesforce) and other cloud-based platforms
- Strong time-management and people skills, flexibility, and multitasking ability
- Experience with nonprofit administration, fundraising, or special events as a staff or a volunteer
- Familiarity with early childhood education or child development
- Verbal and written skills in Spanish, Chinese, or Arabic a plus

START DATE: ASAP, 30 hours per week, full time

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).

COVID-19 VACCINATION MANDATE: *COVID-19 vaccination is mandatory for all employees, however accommodations will be considered for religious beliefs or one's disability.*

LOCATION: This position is required to report 3 days a week to Lotus Bloom's San Antonio Family Resource Center, and 2 days remote; this position is required to attend organizational events, meetings, training etc. at additional locations and times.

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.