



★ SERVING VETERANS ★

**Operation Stand Down Tennessee**  
1125 12<sup>th</sup> Avenue South, Nashville, TN 37203-4709  
(615) 248-1981 Fax (615) 248-1987 [www.osdtn.org](http://www.osdtn.org)

## Office Administrator

**Position:** Full Time / Salary / Non Exempt

**Supervisor:** Chief Operating Officer

**Description:** The Office Administrator will participate in the agency's administrative and financial processes to include basic bookkeeping and human resource functions. The office administrator is responsible for streamlining administrative procedures, maintaining filing systems, inventory control and handling minor financial transactions.

### Principal Duties and Responsibilities

#### **Administrative and Human Resource Activities:**

1. Assist the Chief Operating Officer in the implementation, operation and monitoring of the agency time card processes.
2. Assist the Chief Operating Officer in the maintenance of agency personnel files to include:
  - completion of assigned pre-employment paperwork,
  - completion of background checks,
  - filing of appropriate paperwork,
  - completion and filing of appropriate end of employment paperwork,
  - provide orientation and training to new employees,
  - ensure security, integrity and confidentiality of data.
3. Maintain agency insurance, title, and mortgage documents.
4. Establish, implement and monitor the agency mail processes.
5. Monitor and maintain office supply inventories; review and approve office supply acquisitions.
6. Complete and maintain certification as notary public.

#### **Bookkeeping:**

1. Complete minor bookkeeping duties and interface with outside accounting vendor:

*OSDTN is an equal opportunity provider of services and an equal opportunity employer-Civil Rights Act of 1964 and Americans with Disability Act of 1990.*

- Coordinate accounts payable and expenses with outside provider;
  - Prepare checks for payments; prepare funds for deposit;
  - Assist with tracking of restricted grant funds
2. Establish and maintain income and expense files and related documentation to include: accounts receivable, accounts payable, individual grants administration and special events.
  3. Establish and maintain relationships with appropriate vendors of services and resources for agency operations.
  4. Maintain needed documentation of services rendered consistent with agency policy, grant regulations and accepted financial practices.

**ATTENDANCE:**

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduling work breaks, where applicable.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Confidentiality – Exercises discretion in all aspects of work; Maintains confidentiality of sensitive information; Demonstrates ability to interact with colleagues while maintaining confidentiality on all matters.
- Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

- Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Liaison – Communicates clearly between internal staff and external service providers to facilitate accuracy of data and effective, efficient processes.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

Organization

- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.

- Flexibility – Capable of responding to and anticipating rapidly changing external and internal demands without diminishment in work performance; Demonstrates professionalism during periods of organizational change.
- Safety and Security – All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

### **SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION AND/OR EXPERIENCE:**

Associate degree required, bachelor degree preferred, in office administration or business administration and /or commensurate two or more years of experience officer administration and/or multi-department bookkeeping; experience in HR desired.

### **LANGUAGE SKILLS:**

Ability to communicate, read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from, clients, customers, and the general public.

### **COMPUTER SKILLS:**

An individual should have knowledge of: Spreadsheet Software (Excel and Pivot Tables); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint).

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Possess valid, current Tennessee Driver's License.

### **OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Veteran preferred.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.