



# Administration Associate

## Job Description

**Job Title:** Administration Associate

**Department:** Administration

**Reports To:** Human Resources & Administrative Director

**FLSA Status:** Full-Time, Non-Exempt

**Salary:** \$39K – 43K

**Summary:** The Administration Assistant provides daily administration tasks for the Human Resource, and Administration departments including filing, updating records in database and spreadsheets, hiring process, and keeping both of the department files current. The Administration Associate will work collaboratively with the team and demonstrate a high level of professionalism and handle confidential information discreetly in all interactions.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Provides administrative support to departments such as recruiting, hiring and filling positions; assists with creating and editing job postings, and posting to approved employment websites. Assist with collecting, verifying, and printing complete application packets from candidates. May communicate with candidates on behalf of the agency.

Assists with the coordination of onboarding and offboarding staff for all departments; collects necessary forms from hiring manager and employee, processes and distributes forms accordingly in collaboration with other departments. Assists with all new hire reporting and backgrounds checks, completes office set ups such as workspace, phone list, timesheet, org flow chart, etc.

Creates and maintains HR and personnel files, including electronic files. Duties include scanning documents into HR files. Maintains an efficient filing system. Periodically, will perform audit checks of files to maintain compliance with safeguarding employee records in accordance with Habitat-Spokane policy.

Assists with new hire orientations, work studies, office volunteers and AmeriCorps members.

Conducts criminal and sex offender background checks on community service applicants, and staff in accordance with Habitat-Spokane policy.

Assists with coordinating training for new and existing employees, volunteers, and AmeriCorps on Habitat policies. Monitors training and certification expiration dates.

Assists in monitoring the work study program with local colleges and universities.

Collects timesheets and compiles all documents needed to provide accounting in order to process payroll.

Intermediate skills in creating, editing, and modifying documents using Microsoft Office software. Working experience and understanding of Excel spreadsheets and creating simple formulas.

Assists HR and Administrative Director in overseeing benefits program for employees; assists in managing COBRA.

Assists the HR and Administrative Director updating and editing affiliate policies, procedures, and the employee handbook, approved by the Chief Executive Officer.



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Assists with performance review document preparation for all staff.

Assists with maintaining employee vacation, sick leave and sick leave bank records and communicates updates to staff. Additional responsibilities include daily updates to applicant spreadsheet and circulating birthday cards monthly.

Maintains accident files for employees and volunteers and assists with OSHA reporting records.

Assists with managing the Habitat office from 8:30 a.m. to 5 p.m. Monday through Friday. Opens and closes office daily; ensures office is attended to during operating hours, serves as backup to phone reception and allows visitors and staff entry into HfH-S administrative offices.

Assists with managing the phone system as needed, will collect caller information such as name, telephone number, etc., and distribute accurate messages.

Assist with daily receipt and delivery of affiliate mail to the local Post Office. Ensures incoming mail is processed daily and distributed to the appropriate department in a timely manner. Daily entry of incoming checks into tracking spreadsheet.

Assists with ordering office supplies, maintains, and keeps inventory records of all office supplies, event materials, cleaning products, kitchen supplies and food etc. as needed to operate the office and any planned event in coordination within the approved budget.

Responsible for petty cash distribution, and monthly reconciliation of the following: petty cash, Costco Cash card, Office Depot credit card and postage.

Assists the IT department with computer, cellphone, phone, internet, security, and printer issues as needed.

Represent HfH-S in all aspects of professional service abiding by all policies and procedures. Assists with departmental event planning when needed.

Attends all Habitat for Humanity-Spokane Events.

Other duties as assigned.

### **Supervisory Responsibilities**

May assist with supervision of Career Path program participants, carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training; planning, assigning, and directing work; addressing complaints and resolving problems.

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

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.



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**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; Uses reason even when dealing with emotional topics.

**Project Management** - Develops project plans; Coordinates projects; Completes projects on time and within budget.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Manages difficult or emotional staff, donor, or volunteer situations; Responds promptly to staff, donor or volunteer needs; Solicits feedback to improve service; Responds to requests for service and assistance; Meets commitments. Comfortable and confident in working with a diverse population of constituents: vulnerable populations, donors, volunteers etc.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; provides clear & concise communication with visitors and understands boundaries & is committed to the effective conflict resolution to maintain a good work environment; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust.

**Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.



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**Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

**Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity. Understands or is willing to learn issues of poverty both locally and globally.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions. Does not pass judgment and committed to representing Habitat for Humanity-Spokane in a positive light.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.



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**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**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 (A. A.) or equivalent from two-year college or technical school; or 1 year to three years of related experience and/or training; or equivalent combination of education and experience. HR and benefits administration experience is preferred.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

### **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Raisers Edge, MS Project, Microsoft Office Suite, and various social media sites.



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### Other Skills and Abilities

Must be able to pass an Administration Skills Test.

### Other Qualifications

Habitat for Humanity-Spokane is a Christian housing ministry, and all employees serve in a ministerial and service capacity.

### 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.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand, walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

### Work Environment

The work environment characteristics described here 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.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles and outside weather conditions. The noise level in the work environment is usually moderate.

