



September 13, 2019
Vacancy Announcement #19-13

Office Administrator

Full Time Position

Location: Michigan

(This a Work-at-Home position applicants can reside in any city in the State)

Organization Overview:

Experience Works is a national nonprofit organization whose programs improve the lives of low-income older workers. We began in 1965 as Green Thumb, a rural demonstration project that provided work for poor farmers and have grown to become a leader in helping older adults develop skills to secure employment, increase their income, and age with dignity. We now have approximately 75 employees and operations in 14 states. We are funded by grants from the U.S. Department of Labor, states, foundations, sponsorships, and contributions from companies and individuals. Today, through our capacity to meet individual and community needs for job skills training and job placement, older Americans are being included in the nation's economic recovery.

Position Overview:

The person in this role is responsible for consistently delivering high quality services in support of the State Program Manager, field staff and program participants.

Essential Duties and Responsibilities

- Assists the State Program Manager to deliver exceptional employment and training services for older workers and achieve outstanding results.
- Completes follow-ups to determine entered employment, retention, and average earnings.
- Prepares accounts payable and supports director and staff with procurement.
- Assist with budget preparation and review
- Assists field staff with technology support if needed.
- Assists field staff in setting up field offices, with travel arrangements, and in planning meetings.
- Assists in coordinating communications with staff.
- Responds to inquiries from participants, host agencies, and others.
- Provides administrative training and supervision for program participants assigned to the State Office.
- Maintains cordial working relationships with all constituents.
- Runs and distributes reports not available to field staff.
- Monitors program paperwork compliance.
- Assists with special projects as needed.
- Some local and overnight travel required

Essential Qualities, Skills, and Competencies

- Demonstrated ability to plan, organize and manage multiple projects to deliver timely results.
- Self-motivated, service-oriented work style.
- Effective communication skills and attention to detail.
- Proven computer skills including Microsoft Office and Excel.
- Familiarity with e-mail applications and internet/intranet functions.
- Experience with information management applications.
- Knowledge of bookkeeping.
- Associates degree or equivalent work experience in an office administration role.
- Residence in or willingness to relocate to the state office location.
- Bi-lingual is a plus

Attributes

- **Mission-driven:** You understand the big picture and can easily translate our objectives into social impact. You have a personal commitment to the nature of the work of Experience Works.
- **Great Communicator:** You communicate and coordinate effectively at every level. You easily adjust your message, without sacrificing content, consistency, or service delivery, whether you are leading staff, connecting with community organizations, or learning what's important to a business.
- **Effective Leader/Manager:** You are an excellent mentor who is willing to listen and learn from others. You enjoy leading and building teams — and you are good at it.
- **Service-oriented:** You are committed to providing the highest level of service. You take delight in exceeding other expectations.
- **Accountable and excellent time-manager:** You think ahead, anticipate challenges, and take things from start to finish. You thrive on efficiency, are always looking for ways to improve, and you implement processes that enhance productivity.
- **Highly Organized:** You have great organizational skills. You efficiently track the necessary details and effectively disseminate information.
- **Rapport builder with collaborative work-style:** You have a flexible style that both compliments the efforts and supports the needs of others. Colleagues and service partners respect you for your knowledge and abilities and find you both approachable and responsive.
- **Creative problem solver:** You have a keen ability to determine what is working and what is not, and you act to lead in the right direction.
- **Enthusiastic:** You deeply enjoy the work you do and totally immerse yourself in your work. You take pride in a job done exceptionally well and you are generous in your acknowledgement of a job well done.



- **Autonomous:** Although we stay in close communication with each other, we don't micromanage. You're a self-starter, you keep others well informed, and you don't wait for things to happen — you initiate action and make things happen.
- **Self-assured and direct:** You are sensible and sensitive to the needs and goals of others, and colleagues respect you for your ability to communicate in a clear and defined manner.

What's Attractive to the Right Candidate?

- Your work is in direct service – you make a difference in the lives of people every day.
- Your experience, opinions, and expertise are valued – what you bring to the table is vital to our success.
- We work together and succeed together. You will enjoy a collaborative and collegial work environment with a shared purpose where your hard work will be noticed and appreciated.
- You will enjoy a close working relationship with the State Program Manager, who is experienced and supportive, but won't micromanage.
- This is an intellectually stimulating environment and an organization that works passionately and enthusiastically to fulfill our mission.
- We offer a generous employee benefit program that includes: annual, sick, personal, and holiday leave; health insurance; contributions to a 403(b) plan; short- and long-term disability; and life insurance.
- We offer a competitive salary and reimbursement of travel expenses.
- Experience Works is an Equal Opportunity Employer and is dedicated to these principles. We value and welcome diversity in the workplace and encourage all minorities, women, veterans and persons with disabilities to apply.

To apply for the Office Administrator posting role with EW:

Qualified candidates should submit a cover and a resume. Please include the position title and state in the subject line of your email.

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