

Office Administrator

Reports To: Community Engagement Manager

Effective Start Date: August 1st, 2023

This is a part-time 30 hour a week position

Job Summary: The Hudson Pride Center (HPC) is on a rapid growth trajectory and we are looking for an exceptionally detail oriented Office Administrator to provide administrative support for the leadership team and the Center home in our Jersey City office. The Office Administrator will be responsible for ensuring all visitors and staff have an exceptional experience at the HPC Office. They will act as a partner and liaison to HPC staff to ensure the office is enjoyable, orderly, and stocked with everything staff need to work effectively. They will work closely with the leadership team to build evolving office management initiatives and programs. The ideal candidate will support the Center's organizational values including a commitment to inclusion, racial equity, and a high level of integrity, accountability, and transparency.

Key Responsibilities: The Office Coordinator will provide direct support services for all operations of the JC Office. They also serve as a nexus and coordinator with all department programs to maintain smooth functioning operations of all the spaces, of the organization, as well as external partners, and vendors. Work will mainly be performed between the office operational hours of 10am to 8pm with hours varying during this timeframe to meet the needs of the office. It will also require out-of-office, evening and weekend work from time to time.

- Front desk receptionist and greeter- offer a supportive and welcoming first impression to Center visitors and clients
- Answer telephones and re-direct calls
- Handling scheduling for leadership staff as needed for conference room ect
- Sort and distribute mail; including general email inquiries.
- Assist with the maintenance of resource and magazines, newsstands, ect
- Establish and maintain opening and closing procedures
- Establish working knowledge of Center programs and partnerships and facilitate client referrals as needed.
- Assist community members with personal, on the phone, or through email referral services and information requests as needed
- Navigate client requests to appropriate departments
- Document Center visitors, create appointments, and track donations using client database.
- Work with Program Leaders to help clients access Center services.

Facility Management:

- Coordinate facility scheduling and make decisions regarding priority of use, in conjunction with the senior management team for internal and external users.
- Ensure all Center facilities are safe clean, organized, staffed for opening and closing, and prepared for users—especially outside of regular Center hours.
- Supervise custodial staff and coordinate with landlords and maintenance contractors for any significant building repair and/or improvement projects at Center facilities.
- Establish and maintain opening and closing procedures.
- Coordinate building access and security system maintenance, managing requests for security camera footage, and issuing keys and alarm codes.

- Maintain facility rental policies, procedures, and forms and make recommendations to senior leaders to improve the experience for our employees, volunteers, and diverse LGBTQ+ and allied visitors.

Information Technology:

- Coordinate IT support contractor relationship to ensure computer networking systems, internet access, telephone, printers and other technology systems to support agency programs and activities are maintained and functioning.
- Secure and manage the inventory of all agency technology including computers, printers, and mobile devices.

Operations:

- Oversee business office functions, including office supplies and purchasing operations within funder-imposed restrictions and budget parameters.
- Maintain a contract file, license, and membership account currency and documentation.
- Coordinate relocation and setup of office space, furniture, supplies, etc. as needed.
- Coordinate Center Safety Committee activities and implementation of an emergency and crisis response plan for the agency.
- Maintain a calendar of annual license, certification, and other annual filing renewals.
- Participate in some staff meetings, planning meetings, and other meetings as required.
- Handle a variety of special projects and other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE:

- Experience working with the LGBTQ+ community and familiarity with issues of particular relevance to LGBTQ+ people including a demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, immigration status, HIV status, and physical abilities in an intersectional environment.
- Excellent interpersonal, verbal, and written communication skills; public speaking and facilitation of training is regularly expected.
- Outstanding organizational skills and exceptional attention to detail. Strong work ethic with the ability to lead teams and accomplish goals and results.
- Ability to establish and maintain positive working relationships internally and externally, as well as set and maintain appropriate professional boundaries and confidentiality.
- Education: Bachelor's degree preferred; or 4 years of relevant experience may be substituted for formal education.
- Proficiency in English and Spanish is required; ability to speak/read/write/translate in Spanish.
- Computer/Office Equipment Skills: Superior proficiency working with Microsoft Office, Word, Excel, PowerPoint, OneDrive, database systems, and social media tools.
- Physical Demands: The person in this position may be required to sit or stand for extended periods, maneuver tight storage space, move objects up to 50 pounds, ascend/descend stairs, operate office equipment, open and close filing cabinets and boxes, observe visitors, and communicate messages by telephone.
- Offer of employment may be contingent on satisfactory results of a criminal history background check.



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Elizabeth Schedl, Executive Director

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

Hours: This is a 30 hour a week position. The work hours will vary based on HPC and clients' needs. General weekday, night and weekend availability is needed.

Location: Hudson County, New Jersey

HOW TO APPLY: Please send your resume and cover letter to info@hudsonpride.org

Hudson Pride Center is an equal opportunity employer and an inclusive organization. People of color, women, and LGBTQ+ people are strongly encouraged to apply.