



Position Description

POSITION: Office Manager/Human Resources Specialist

REPORTS TO: President/CEO

DIRECT REPORTS: Office Interns & Volunteers

PAYROLL CLASSIFICATION: Overtime Exempt

PRIMARY PURPOSE OF THE POSITION:

Under the direction of the President/CEO, provides office management, executive assistant and human resources support to ensure the smooth operation of all agency functions.

MAJOR DUTIES OF THE POSITION:

Office Management

- Manages office reception area to include greeting visitors and directing them to appropriate staff members; answering the phone, routing calls, and taking messages.
- Maintains telephone and IT systems through vendors.
- Schedules conference calls.
- Distributes incoming mail and prepares outgoing mail.
- Monitors and purchases office supplies.
- Serves as point of contact for office upkeep and functionality.
- Coordinates statewide team meetings and other activities.

Human Resources

- Oversees recruitment, selection and the onboarding process.
- Manages company's performance appraisal system.
- Ensures that company procedures comply with employment regulations to include government grant and BBBS of America affiliate requirements.
- Implements agency-wide JEDI program to include training and other best practices to create a culture of social justice, equity, diversity and inclusion.
- Monitors various aspects of an employee's performance, such as attendance and sick leave.
- Assesses the need for training, and then designs and implements training programs accordingly
- Handles any disciplinary processes and formal grievances.
- Sets end reviews pay structures and employee perks and benefits.

Executive Assistance

- Serves as executive assistant to the President/CEO, Chief Operating Officer and Board of Directors to include: Coordination and notification of meetings; updating board member records and rosters; recording board meeting minutes; and serving as primary point of contact for the board.

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- Coordinates company travel arrangements.
- Supports staff with administrative duties as requested.

General

- Assists Accountant with data entry in Quickbooks.
- Performs other related duties as needed or required.

REQUIRED QUALIFICATIONS

- Minimum Bachelor's Degree in business, human resources, or related
- Minimum two years of administrative, office management, human resources, or equivalent experience
- Demonstrated excellent written and oral communication skills
- Demonstrated ability to work independently and as part of a team
- Proficient in using Microsoft Office software (Outlook, Word, Excel, PowerPoint)
- Experience, or willing and able to learn how to utilize, virtual platforms such as Zoom, Microsoft Teams, and others
- Able to manage multiple projects at a time
- Proficient in using general office machines and telephone system
- Able and willing to work cooperatively with others both externally and internally
- Able to maintain a high degree of discretion dealing with confidential information
- Access to vehicle for travel to meetings and office supply runs
- High attention to detail

PREFERRED QUALIFICATIONS

- Experience with QuickBooks or any accounting systems
- Strong commitment to JEDI (Justice, Equity, Diversity and Inclusion).

WORKING CONDITIONS

- Able to lift 10 lbs. Work will primarily be done in an office setting. Able to use personal computer, telephone, fax, photo copier, typewriter, postage meter, and related office equipment.
- Work Hours: Full-Time, Monday through Friday 8:00 am – 5:00 pm. Some evening/weekend work on occasion.
- Mental Demands: Must be able to work within deadlines and process multiple projects simultaneously.

WORKING CONDITIONS:

- Able to lift 10 lbs.
- Work will primarily be done in an office setting. **Until further notice, works a hybrid schedule of office setting hours and remote setting hours.*
- Ability to use personal computer, telephone, fax, photo copier, typewriter, postage meter, and related office equipment.
- Work Hours: Full-time, 40 hours per week, Monday through Friday. Some evening/weekend work on occasion.
- Mental Demands: Must be able to work with deadlines and process multiple projects simultaneously.

Equal Employment Opportunity

Big Brothers Big Sisters Hawai'i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters Hawai'i may change the specific job duties with or without prior notice based on the needs of the organization.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

ACKNOWLEDGEMENTS	
Creation Date: January 2022	
Supervisor: I have approved this job description and reviewed with my employee. Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt. Signature:	Date:
Human Resources: Signature:	Date: