



JOB DESCRIPTION

Job Title: Manager, Administrative Services Prepared By: Human Resources
Reports to: Chief of Org. Dev. & HR Approved By: Chief of Org. Dev. & HR
FLSA Status: Exempt Date: August 2019

Donor Network West's mission is to save and heal lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life. Every employee at DNW is responsible for fostering an organizational culture that is based on collaboration, support, and service. This includes being a proactive team player who strives for excellence by upholding the Donor Network West's core values of Teamwork, Integrity and Passion.

GENERAL JOB FUNCTION

The Manager of Administrative Services oversees workflow processes and identifies and addresses process improvements including staffing coverage issues. This position is also responsible for the day to day supervision and coordination of assigned DNW administrative staff and overall operational office activities consistent with DNW's leadership objectives, administrative policies and practices; encourages team building, workload sharing, skills development and training among the administrative support staff, and oversees the direction of administrative staff development and training programs. The Manager of Administrative Services provides direct supervision for administrative office support staff, daily administrative tasks and assignments to ensure the successful delivery of support services within DNW internal departments. The Manager of Administrative Services participates in developing administrative objectives and strategies for achieving objectives; participates in the resolution of administrative concerns; works with technical staff to develop appropriate administrative information systems and databases; also identifies and pursues ways to improve the efficiency and effectiveness of administrative procedures used by DNW's leadership team. Interprets new directives, policies and procedures and communicates changes to all appropriate staff.

JOB DUTIES AND RESPONSIBILITIES

- Leads the design and implementation of a comprehensive administrative program that delivers dynamic, integrated, and cost-effective internal infrastructure and business support services to large, complex corporate projects.
- Assists in the development of new methods, procedures and/or processes to increase efficiency and to improve service delivery, production, scheduling and quality control.
- Adheres to the principles of "customer service" in all aspects of the job. Supports fellow employees and others to further the achievement of DNW's mission. Builds and maintains



positive relations throughout DNW, and outside of DNW. Represents DNW effectively in client situations and to the general public.

Team Development & Management

- Recruits, hires and manages administrative support staff in addition to developing and attaining performance goals and objectives.
- Evaluates and monitors team and individual team member performance by identifying and addressing strengths and inadequacies, recommends merit increases, promotions, and disciplinary actions.
- Understands the roles and responsibilities of members of the administrative support team to identify opportunities for cross-training, knowledge sharing and best practices.
- Establishes reviews and revises work processes and procedures to ensure assigned tasks/projects are accurate and delivered on time.
- Leads meetings addressing specific administrative issues and develops recommendations and action plans towards their resolution.
- Develops and promotes a fully functional service oriented administrative support team environment.
- Initiates and encourages team to look for ways to improve current processes and document work flow.
- Works closely with the Performance Improvement and IT teams to develop automated solutions.
- Fosters an environment of open communication and team work in support of the department and organization's goals and objectives.
- Trains and builds skill of team to progress in career development.

Collaborative Support to Executive Leadership

- Serves as liaison between DNW Executive Leadership and the Executive Administrative Support Team.
- Works with the Executive Assistant team to ensure that the level of support is met.
- Oversees the creation of and edits documents, presentations and/or status reports for Board of Advisors, Board of Directors, DNW Executive and Management Councils, Organ Subcommittees, DNW staff meetings, and processor meetings with the general oversight of the Executive Team.
- Oversees the development, editing, and production of reports, agendas and presentation materials for internal/external meetings (i.e. Governing Board, Advisory Meetings, Committees, Processor meetings, etc.).



- Oversees the coordination and tracks the work flow, schedules, projects and committee decisions through the organization to ensure paperwork is appropriate and completed in a timely manner and follows up as necessary.

Collaborative Support to Operations & Regions

- Serves as liaison between DNW senior management, operations and regional leadership teams and Administrative Services Team.
- Works with the Operations Administrative Support team to ensure that the level of support is met.
- Evaluates workload and initiate appropriate corrective actions where issues are defined.
- Responsible for establishing and implementing long-term internal administrative strategies and plans in alignment with DNW's operational priorities and goals.
- Ensures documented training program is in place and matches staffs' departmental requirements; this includes ensuring cross-training of employees as a way to ensure coverage of jobs.
- Provides the leadership, management and vision necessary to ensure the proper administrative support is provided throughout the organization.
- Oversees the administrative team's coverage of the front desk duties and meeting room management.

Project & Meeting Management

- Tracks and reports measurements defined for project, including both operational and management.
- Leads and contributes to process improvement and streamlining as a means to increase effectiveness, work flow and service delivery.
- Exercise judgment and make decisions to promote smooth workflow in the team and ensure that project demands are met.
- Collaborates by contributing to DNW team effort by providing assistance in project completion for others as needed.
- Perform other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The qualifications listed are representative of the knowledge, skill, and/or ability required. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Reasonable accommodations may



be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate and present information effectively within a team environment.
- Possess strong interpersonal skills that would allow him/her to deal effectively in a dynamic field.
- Strong attention to detail, written, and verbal communication skills. Highly organized and ability to effectively multi task.

EDUCATION AND EXPERIENCE

- Bachelor's degree (preferably with concentrated study in Business Administration, or health related field)
- Proficient in all Microsoft suite products including, Word, Excel and PowerPoint.
- 3-5 years supervisory experience.

PHYSICAL DEMAND OF WORK

On file in Human Resources.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. I understand that Donor Network West has the right to revise this job description at any time.

Employee Signature: _____ Date: _____

Employee Name (Print): _____ Date: _____