Purpose: Under the direction of CES's Assistant to the Executive Director, the **Administrative Support Specialist** provides administrative support, process support, and grants/contract recordkeeping as part of a collective effort to promote excellent customer service for CES's member districts and grantees. Through the delivery of accurate, responsive, and timely customer-centered support, this position ensures that CES programs can assist school districts, teachers, and students throughout the region with essential training, materials, and support.

Essential Functions

- Provides both administrative and process support to multiple CES programs for their contract and grant data entry and expense tracking, including receiving, assessing, ordering, tracing, and creating payment/check requisitions; documenting all inquiries; assuring that submitted documentation meets all internal contract, grant, and legal requirements; and maintaining accurate and timely records of related programmatic activities.
- Works in partnership with relevant program directors and supervisors to coordinate and maintain annual grant cycle; assists with the preparation and distribution of grant-related materials, announcements, and grantee communications.
- Provides customer service and technical assistance to grantees with online reimbursement requests, ordering, and reporting processes.
- Maintains the participating program's online contract database records and physical files ensuring the accuracy and integrity of data as well as grantee relationship history; generates requested information, data, and reports from information maintained in the grant/contract database or other sources of information; creates and edits appropriate database reports.
- Supports relevant CES program and fiscal staff by tracking grant/contract expenditures and helping to ensure that internal protocols are executed properly.
- Works collaboratively with fiscal staff on functions pertaining to grant/contract ordering, billing, and payments.
- Works collaboratively with CES database management staff to ensure efficient and effective data entry and reporting is available to relevant internal and external stakeholders.
- Other duties as assigned aligned with the pertinent program's grant/contract management and grantee customer service objectives.

Additional Responsibilities

- Support the efficient management and timely execution of projects by providing departments with the essential administrative support needed to serve internal and external stakeholders.
- Assist with general reception coverage on an as-needed basis; answer telephones and engage with CES visitors.
- Develop competencies to apply CES’s social justice and equity principles in daily work.
- Participate in training and potentially serve as back-up for in-person/hybrid meeting technologies, such as electronic whiteboards, video conferencing, etc.
- Perform other duties as assigned by the Assistant to the Executive Director or designee.
Required Qualifications*

- Three (3) years experience with demonstrated capacity to work on increasingly more complex administrative tasks.
- Strong organizational and processing skills that reflect ability to perform and prioritize multiple tasks while maintaining strong attention to detail.
- Excellent customer service skills; a focused listener; nonprofit experience desirable.
- Ability to express ideas clearly and concisely in written and oral communication; and to solve problems, including identification, factual assessment, valid conclusions, and resolutions.
- Working knowledge of database or grant management systems, with Salesforce desirable.
- Proficient in Google Suite (Gmail, Calendar, Docs, Sheets, Meet) and MS Office (Word, Excel).
- Experience with accounting software, with Infinite Visions (IV) desirable.
- Familiarity with various office systems, including copiers, scanners, multi-line phone system.
- High school diploma or HiSET, AA degree preferred.
- Bilingual (Spanish - English) preferred.

Physical Demands

- Ability to prioritize work, focus on details, and respond to requests with a positive mindset.
- Must be able to enter, exit, and move through the building and possibly between locations throughout the day; as well as periods of sitting and standing.
- Position requires the ability to operate a computer keyboard and other office equipment.
- Able to view and work on a computer for long periods of time.
- Must be able to communicate and converse effectively in real time with persons from multiple backgrounds and cultures, which may include providing training and/or technical support.
- Requires the ability to effectively handle job stress in the performance of duties.
- Able to lift and/or move packages up to 25 lbs.

Work Conditions

- Ability to work with diverse personalities in a collaborative, team-oriented environment.
- Ability to maintain strict confidentiality.
- Skilled in working both independently and collaboratively.
- Employees expected to follow CES Workplace Safety Standards and required COVID-19 prevention and mitigation protocols. Expectations require wearing a mask and complying with social distancing and hygiene standards.
- Required annual training.

Terms of Employment

- Full time, year-round position.
- 40 hours/week, Monday – Friday.
- This is a hybrid position with a mix of on-site and work from home days, initially expected to be a 50-50 mix. There will be intervals of FT on-site reception coverage for vacations and other planned absences. Coverage of unexpected sick days in reception would be an exception.

*We invite and encourage candidates who do not meet the qualifications stated above to share with us, as part of the application process, how their background, experience and/or practice has prepared them for the responsibilities of this position.

CES is an equal opportunity employer and is particularly interested in candidates from a diverse range of cultural, ethnic, and racial backgrounds. We are especially interested in candidates whose backgrounds are well-suited to understanding and addressing the needs of the diverse student population we serve.

Updated 04-02-2022 ES