

# COLLEGE BOUND ST. LOUIS STAFF POSITION DESCRIPTION

---

## Position title:

Office Manager & Human Resources Coordinator

## Reports to:

Human Resources & Payroll Director

## Status:

Full-time, exempt

## Salary range:

\$36,000 - \$46,000

## Site Summary:

At College Bound we believe that one adult with a college degree can change the cycle of poverty in a family forever. We exist to disrupt a reality in which only 7-9% of low-income students are obtaining baccalaureate degrees. By 2026, College Bound will be a national leader for baccalaureate completion rates with manageable student debt. **Since our founding in 2006, we have succeeded in helping 99.9% of our graduating high school seniors earn admission to a four-year college, and graduate at five times the rate of their peers!** To learn more, visit: [www.collegeboundstl.org](http://www.collegeboundstl.org)

# Position Summary

The Office and Human Resources (OHR) Coordinator will work closely with the Human Resources and Payroll Director (HRPD) to execute operations and human resources responsibilities that include, but are not limited to, office policy creation and procedure regulation that are top notch. The OHR is responsible for consistently delivering results that contribute to the mission and overall success of College Bound by accomplishing performance objectives covering the front desk and is the lead front desk support for the Management/Administrative team. The OHR serves as the lead point person for front desk administrative and technology systems initiatives.

## Primary Responsibilities

### *Facilities Management*

- ▶ Greet and welcome all visitors to College Bound facilities in-person and via phone by showcasing radical hospitality and effectively directing people to the proper places they need to be and the proper people they need to see.
- ▶ Prepare meeting spaces for staff, student and family events and activities and ensure furniture, facilities and parking lots are properly maintained by staff, students and families with an eye towards continuous improvement and excellence.
- ▶ Ensure that all work is carried out in compliance with company safety and operational standards.
- ▶ Help to create a culture of safety and service from the ground up and ensure compliance to the workplace safety standards, policies, and procedures at all times.
- ▶ Effectively represent the organization to a diverse workforce and nurture a culture of safety, responsibility, and accountability among all subordinate staff.
- ▶ Ensure that operational resources, including equipment and human talent, are properly allocated in relation to daily operational needs.
- ▶ Manage all IT, facilities, maintenance and liability insurance contracts by serving as the main point of contact to all vendors; annually review contracts, service performance, costs effectiveness and recommend new contracts and vendors as appropriate to the
- ▶ Ensure building access (inside and outside) policy and procedures are followed properly by staff.
- ▶ Maintain cleaning schedule of building so all staff participate in custodial duties.
- ▶ Create and develop an operations manual that allows College Bound to operate in the most effective and efficient manner in accordance with industry best-practices and standards.
- ▶ Oversee daily, monthly and yearly operational duties, including but not limited to, the ordering and re-stocking of office supplies (including staff coffee, student snacks and food orders for large events and meetings), the creation of office communications, mail coordination and distribution, invoice scanning and accounts payable processing, technology (including cell phones, land line phones, computers, etc.), inventory and safekeeping of the following: support and upholding of staff member accountability to maintain proper usage of furniture, technologies, facilities and equipment, etc.

### *Human Resources Support*

- ▶ Liaise between subordinate staff and senior management to ensure organizational goals and objectives are effectively communicated and met.
- ▶ Coordinate benefit vendors alongside Human Resources and Payroll Director.

- ▶ Work with department managers on training calendar and assisting with the coordination of trainings as requested; this could include CPR/First aid and disaster response trainings as well as others.
- ▶ Assist Human Resource and Payroll Director with payroll processing.
- ▶ Support HRPD with onboarding of new staff and issuing technology equipment

#### *Receptionist Front Desk Duties*

- ▶ Update company phone list to include new employees or make changes and distribute to employees, including staff directory.
- ▶ Handle emergency or threatening calls; direct emergency vehicles; notify authorities and OMHR as needed.
- ▶ Determine where merchandise should be distributed internally based on type of return and department needs.
- ▶ Train relief personnel for front desk duties.
- ▶ Support other departments as needed.
- ▶ Operate office equipment such as; cell phone, voicemail messaging systems, fax, copier, computer, keyboard and software applications to prepare reports and invoices.

#### *Additional Responsibilities:*

- ▶ Assist with maintaining all governing board documents including bylaws, attendance rosters, board contact lists, board member handbooks and meeting minutes
- ▶ Assist in preparing for AmeriCorps governing authority site visits by ensuring organization compliance with AmeriCorps policies, applicable laws, and regulatory bodies best practices
- ▶ Support a core values aligned culture of diversity & inclusion, trust, high performance, reflection, and gratitude, and ensure all people systems are aligned
- ▶ Support HRPD or CEO with all staff meeting and gatherings.
- ▶ Assist the HRPD with any special projects and other duties as assigned

#### *Skills and Qualifications*

- ▶ Bachelor's degree required
- ▶ 1 – 2 years' experience working as a human resource professional required
- ▶ 2 – 3 years as an office coordinator
- ▶ High attention to detail and ability to drive aggressively towards deadlines is a must
- ▶ Exceptional written communication
- ▶ Commitment to excellence
- ▶ Ability to work independently
- ▶ Logical thinking ability, define problems, collect, and analyze data

#### *Benefits*

- ▶ Competitive benefits include a portion of paid employee health insurance, HRA, dental, short-term disability, life insurance and free vision insurance
- ▶ Flexible working environment
- ▶ Play a vital role in an organization that is privileged to work with hundreds of intelligent and deserving young people every day

- ▶ While performing the duties of this job, the employee is regularly required to sit, walk, talk and hear. The employee is required to reach with hands and arms and lifting, carrying, pulling, pushing, or moving objects up to 25 pounds occasionally.

***To Apply:***

Interested candidates must send a cover letter, salary requirements, and resume to:

[jobs@collegeboundstl.org](mailto:jobs@collegeboundstl.org)

Subject Line: **Office Manager and Human Resources Coordinator**

---

College Bound provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics, gender identity, gender expression, or sexual orientation (real or perceived). In addition to federal law requirements, College Bound complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

