Site and Administrative Manager Position Description

The mission of Garrett County Community Action Committee, Inc. (C.A.C) is to improve the quality of life for Garrett County residents. It does this by

- Empowering people in need to become economically self-sufficient through coordinated, essential services
- Improving the capacity of and partnering with community institutions and leaders
- Providing development expertise and support for economic development

All staff in the agency regardless of specific position are expected and encouraged to work to achieve this mission by being a good ambassador, speaking about services and objectives, and making suggestions for improvements.

Roles and Responsibilities

Site and Administration Managers are responsible for either significant personnel management OR management of a significant number of vehicles or units. They will assist Content/Operations Managers with monitoring data about services being provided at their “site” and ensuring that data is available for reports. They are generally responsible for making sure that clients, vehicles, or units are making progress toward goals. They are responsible for staff supervision and staff development. They should have an understanding of the legal requirements of managing operations at their site. While site and administrative managers must have some knowledge of the service area in which they are managing, they are not expected to be experts in everything about that service or program; instead they are focused on implementing, on operations and all of the internal paperwork and oversight necessary for the site to operate quality programming. Site Managers are responsible for managing property, vehicles, early child development centers, and home energy efficiency operations.

Specific Responsibilities

- Directly supervise content specialist level 1 and 2—handling performance reviews, timesheets, leave requests, and other personnel matters
- Monitors overall activity at their site and progress of either clients, vehicles or units
- Oversees and monitors data entered into specialized systems necessary for the operations of programs at their site
- Assist in setting staff schedules as necessary
- Provides staff oversight and supervision at the site
- Handles any emergencies or other issues at the site
- Ensures appropriate communication with content and operations managers and/or directors about what is happening at their site
- Coordinates work and training that may happen at their site
- Ensures reports, purchase orders and other financial information is accurate for their site; in some cases, actually completing the paperwork and in other cases reviewing it before it is sent to finance and other departments
- Work in partnership with content/operations manager to ensure data is available for funder reports
- Overall responsibility for operations within their site(s)
- Monitor and ensure facilities are meeting legal safety requirements (i.e. fire drills, food prep standards, etc.)
- Works collaboratively with either director or content and operations manager to ensure that requirements for quality programming are being met
- Manage internal MOU with facilities maintenance ensuring facilities are operational

**Supervision**
General supervision is provided
Managers provide direct supervision to a range of staff

**Specific Content Knowledge/Certifications/Education or Experience Requirements**
- Bachelors degree or at least 5 years of experience managing people or programs
- Basic knowledge of requirements at their sites
- Able to implement plans
- Problem solvers—ability to take new circumstances and appropriately find and manage solutions.
- Computer literate, proficient in excel and experienced with databases
- Enjoys operational, hands-on administrative management
- Able to build good rapport with staff
- Notices details about staff and site
- Able to manage multiple personnel
- Able to provide administrative oversight

| Employee Signature: | Date: |