



## **JOB DESCRIPTION**

**Job Title:** Site Manager I- Farmington

**Ministry:** Good Shepherd Children & Family Services

**Reports To:** Director of Operations

**Date:** 01/01/2025

## **OUR MISSION**

To bring the healing, help, and hope of Jesus Christ to those in need with a compassionate, caring presence.

## **POSITION SUMMARY**

The Site Manager I position is responsible for the oversight of daily operations in the Farmington branch office. Working in collaboration with the St. Louis Operations staff, this role ensures that the office is well-maintained, appropriately outfitted, and provide a safe, comfortable environment for all coworkers and visitors. Site Manager I is responsible for ensuring that tasks and duties are carried out efficiently and in alignment with agency expectations.

The Site Manager I will be an active participant in managing office needs, maintenance, safety protocols, and administrative support at both sites.

## **OVERVIEW & RESPONSIBILITIES**

### *Facility & Maintenance Management*

- Oversee general maintenance and cleanliness of the facility, including coordinating pest control and addressing safety concerns.
- Identify new maintenance needs, service repairs, and safety issues, and work with the landlord or facility staff to resolve them in a timely manner.
- Coordinate and oversee the maintenance of office equipment (copiers, fax machines, etc.) and serve as the primary point of contact for equipment service and repairs.
- Ensure the office is equipped with necessary supplies and equipment, in collaboration with the St. Louis Operations team.
- Act as the primary contact for facility-related issues after normal business hours.
- Serve as the primary for the Maintenance Care system, assigning tasks, following up on their completion, and communicating updates.

### *Office Operations & Administrative Support*

- Maintain and update office procedures to ensure smooth daily operations.

- Oversee and maintain office supplies, tracking inventory levels and placing orders as necessary.
- Manage the petty cash drawer for the office.
- Code, match, and route invoices, check requests, and accounting documents for the agency.
- Maintain fleet logs and manage vehicle service needs.
- Provide general administrative support, including mail distribution, scheduling meetings, and maintaining a calendar for on-site activities.
- Address and resolve any administrative issues or conflicts that arise on-site.
- Prepare progress reports and provide data for Quality Assurance to the Site Manager.

#### *Guest Reception & Visitor Management*

- Greet visitors, ensure they are connected to the appropriate staff member, and provide general support as needed.
- Maintain a neat and presentable front lobby reception area, ensuring it is stocked with necessary materials and supplies.
- Manage the office's telephone system and guest reception process.

#### *Safety and Security*

- Ensure the office is secure by following safety procedures, controlling access, and managing the visitor logbook and badge system.
- Maintain and update the office keyless entry system, ensuring it reflects current employee status.
- Provide training to all locations when safety or security policies change.
- Respond immediately to safety concerns or environmental risks and ensure timely resolution.
- Maintain the agency's "REMIND" system for emergency alerts, keeping it up to date with current staff information.
- Ensure building entrances are secure, and all locks are functional.
- Alert the Site Manager of any security or safety alerts and coordinate support for other locations when needed.

#### *Meeting & Office Activity Coordination*

- Coordinate and schedule on-site meetings and activities, ensuring all necessary arrangements are made.
- Assist with the coordination and facilitation of safety meetings and other relevant site meetings as needed.

#### *Mail and In-Kind Donations Management*

- Receive, distribute, and process incoming mail to the appropriate individuals or departments.
- Ensure outgoing mail is prepared and ready for pick-up and delivery.
- Manage the receipt and processing of approved in-kind donations and refer donors to other agencies if donations cannot be accepted.

#### *Administrative Problem-Solving and Staff Support*

- Exercise independent judgment to resolve administrative problems and provide solutions.

- Maintain accurate records of daily activities, incidents, and changes, providing reports and updates to the Site Manager as needed.
- Provide training to staff at all locations as required and assist with resolving conflicts or issues at the site.

#### *Other duties*

- Assist program management and GS leadership staff with special projects as assigned
- Participate in special programs and agency events that support the general function of the agency.
- Assist program management with marketing efforts including coordinating office participation in community events.
- Attend all GS staff meetings and relevant department meetings as requested.
- Become a notary and provide notary services for agency staff
- Other duties as assigned.

## **KNOWLEDGE & EXPERIENCE REQUIREMENTS**

High school diploma required; some college preferred. Two years' experience in an administrative support position. Experience in working in a social service environment is preferred.

## **SKILLS & COMPETENCIES REQUIRED**

- Supportive of the mission of Good Shepherd Children & Family Services
- Ability to promote a positive work environment
- Cheerful, professional demeanor
- Ability to develop a working knowledge of our various web-based systems in order to input data.
- Proficiency in Microsoft Office
- Excellent communication skills
- Proficient in the use of general office machines.
- Ability to manage requests from multiple team members and prioritize assignments appropriately.
- Good decision making and problem-solving skills
- Highly organized.
- Willingness to seek out opportunities to help co-workers.
- Positive, non-judgmental attitude

## **RESOURCES FOR WHICH ACCOUNTABLE**

Office equipment including a computer, printer, phone. Office petty cash drawers. Facilitate small purchases in accordance with budget. Management of two team members.

---

EMPLOYEE NAME

DATE

---

HR REPRESENTATIVE

DATE