



## Administrative and Office Manager Position Description

**Downtown Santa Monica, Inc. (DTSM)** is a 501(c)3 non-profit organization that works with the City of Santa Monica to promote economic stability, growth and community life within Downtown Santa Monica through responsible planning, development, management and coordination of programs, projects and services designed to benefit the community as a whole, which includes downtown businesses, property owners, residents and visitors.

The **administrative and office manager** will provide vital support to our small dedicated team to keep the organization running smoothly during a time of growth and post-Covid renewal.

### Qualifications

- Several years of administrative experience with increasing levels of responsibility
- A calm helpful attitude towards all-hands-on deck situations that happen when managing a large urban space
- Initiative to see and take care of office needs
- Ability to write clearly and concisely, and share drafts or completed items in a timely manner
- Ability to communicate well with every stakeholder in the organization including city officials, board members and the DTSM ambassadors who keep the streets clean and safe
- Technically proficient in Google Workspace or knowledge of Microsoft Office with the capacity to switch gears
- Knowledge of Salesforce software or willingness to learn
- Resourcefulness
- Able to meet deadlines, nudge others to do so and let staff know if timing is not feasible
- Strong willingness to participate in an atmosphere that promotes courtesy and respect for staff
- Desire to solve problems and ask for help when needed
- Technical knowledge of office equipment such as copiers and printers

- Human Resources experience is a plus
- Bachelor's degree preferred

### **Duties and Responsibilities**

- Office hours are 8:30am to 5pm with the exception of evening board meetings and rare special events. This position is in office five days a week.
- Provide general administrative support to CEO, including meeting scheduling, travel coordination and credit card receipt collection
- Provide general support for projects, programs and policies of the organization including maintaining project planning documents and tracking deadlines
- Learn Brown Act (CA government legal transparency rules) for official meetings
- Compose and distribute communication with the board of directors and its committees, including agendas, information items and staff reports
- Post official meeting agendas through the City of Santa's electronic service
- Attend all board and committee meeting and produce official minutes of actions taken and presentations heard
- Manage office facilities and coordinated repairs with property manager
- Administer benefit programs for the staff
- Manage onboarding and offboarding staff using checklist
- Coordinate staff meetings, activities, and trainings for the benefit of the staff
- Set up meeting and conference rooms for scheduled activities, including coordination of food and beverage orders
- Welcome office visitors
- Open and sort mail, visit post office if needed
- Keep supplies stocked and order when necessary
- Provide great customer service to residents, merchants, visitors and property owners
- Work with board and staff on City of Santa Monica administrative issues such as yearly financial reporting forms and parking cards/hang tags
- Liaise with financial staff on projects and take checks to bank occasionally
- Other duties as assigned

### **Compensation and Benefits**

- Salary of \$65,000 to \$70,000
- Platinum-level health care benefits including dental and eye care insurance

- Long Term Disability
- Paid parking
- Paid holidays and generous PTO
- Retirement plan

**To Apply:** Please submit a resume to Laura at [info@downtownsm.com](mailto:info@downtownsm.com). No calls please.