

NAMI (National Alliance on Mental Illness) Iowa Administrative Services Manager Job Description

Position

Reporting to the Executive Director, the Administrative Services Manager will ensure that the business of NAMI Iowa runs smoothly by overseeing all administrative facets of the organization. This person is the glue that holds our small, busy office together. Maturity, love of challenge and diversity in the work day, a desire to work hard with a team to accomplish important goals, and a sense of humor and calm will make for a successful candidate.

Responsibilities

- Serve as primary and initial source of contact for visitors and guests for both NAMI Iowa and the Office of Consumer Affairs whether by phone or in person. Screen calls and deliver messages.
- Monitor all general e-mail and regular mail correspondence and either respond or refer to appropriate staff for response.
- Compose correspondence or documents using word processing software. Proofread documents prepared by self or others.
- Oversee production of materials for trainings and classes.
- Manage contact information and communications with affiliates.
- Make travel arrangements for staff, trainers and board members as requested.
- Ensure contracts, insurance requirements and government regulations and safety standards are followed.
- Oversee the preparation, analysis, negotiation and review of contracts related to the purchase or sale of equipment, materials, supplies, products or services.
- Handle the acquisition, distribution and storage of equipment and supplies.
- Serve as financial manager and liaison with accounting firm. Responsible for all invoicing, bill paying, cash flow monitoring, production of monthly and annual financial reports, and audit. Help achieve financial objectives by anticipating requirements, submitting information for budget preparation and projecting and monitoring costs.
- Serve as meeting planner for all NAMI Iowa and OCA staff, board and committee meetings as well as the NAMI Iowa annual meeting.
- Develop and maintain filing and retrieval system for access to historical records and information.
- Maintain and understand organizational bylaws, policy and procedures manual, and employee handbook. Recommend updates and improvements.
- Improve service and program quality by devising new applications, updating procedures, and evaluating system results with users.
- Serve as the office liaison to building management regarding operations and maintenance.
- Monitor security of the office.
- Perform other job-related duties or special projects as required.

Qualifications

NAMI Iowa is seeking an experienced administrative professional with at least five years of experience, ideally with a statewide nonprofit advocacy organization. Office and financial management skills and experience are required. A high school diploma with at least two years additional education or training is required; a college degree is preferred. A valid Iowa driver's license and dependable vehicle are required. Lived experience with mental health challenges, either yourself or a close family member or friend, is required.

Desired characteristics include:

- Highly collaborative style; must work effectively with staff, board members, volunteers, donors, program participants and other supporters
- Excellent writing, editing and verbal communication skills
- Strong track record as an implementer who thrives on managing a variety of initiatives concurrently
- Relationship builder with the flexibility and finesse to "manage by influence"
- Self-starter, able to work independently
- Enjoys creating and implementing new initiatives
- High degree of professional and personal ethics and understanding of the need for confidentiality
- Sincere commitment to the missions of NAMI Iowa and the Iowa Office of Consumer Affairs

Salary range is \$38,000-\$48,000 with individual health and dental insurance paid.

To be considered for this position, send your resume and cover letter by **September 23rd, 2016**, to:

NAMI Iowa

Attn: John Rowley

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Des Moines, IA 50310

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Please put **Administrative Services Manager Job** in the subject line of emails