

ADMINISTRATIVE MANAGER

Salary: Salary commensurate with experience

Benefits: Health insurance coverage and vacation benefits as outlined in the personnel manual

Hours: 40/hr- Full Time Exempt

Responsible to: Chief Operating Officer

Skills and Abilities:

- Ability to multi-task.
- Staff management.
- Good oral and written communication skills.
- Must be highly organized and attentive to details.
- Ability to research and obtain any needed technical information.
- Experience designing and managing office systems and databases.

Education:

- A degree in business administration or other relevant field of study is encouraged but not required. Experience may substitute for education.
- Managerial or supervisory experience desired but not required.

Responsibilities:

- Advise and consult the Chief Operating Officer to manage the admin team with efficiency and integrity.
- Advise on administrative policies/procedures and administrative action to take on files
- Supervise to ensure steady administrative flow and turnover of files.
- Process Admin Team time sheets and Leave of Absence requests.
- Ensure KPI's identified are met.
- Provide proper and adequate training for Admin team members or other QCS staff members when needed.
- Provide input, support and coordinate QCS management meeting, including taking minutes.
- Supervise QCS administrative staff, ensuring excellent client care for current clients and potential applicants.
- Conduct annual performance evaluations for all QCS administrative staff.
- Review administrative staff client compliance reports and advise on action (renewals, pending files, all administrative adverse actions, etc.)
- Revise Admin SOP as needed and work directly with Policy & Quality Assurance Manager (PQAM) to ensure Quality System admin documents and procedures are updated per applicable accreditation requirements.
- Review and audit procedures/policies/database changes and updates and make recommendations.
- Act as administrative liaison during accreditation audits.
- Main administrative contact for Food Justice Certification clients (potential and existing), overseeing all aspects of the certification process, primary liaison between QCS and AJP.
- Track complaints and investigations on the CS-H-03 Organic Compliance and Enforcement Log.

- Plan and manage admin staff trainings.
- Maintain registrations with and main contact for state organic programs, and organizational subscriptions (ACA, IOIA, PCO, OMRI, etc.), as well as all QCS-only (not FOG organization-wide) vendors.
- Collect COIs from all QCS staff/BOD/contract reviewers annually.
- Distribute bi-monthly Quality System updates to all QCS staff.
- Monthly COR/EU reporting.
- Maintain QCS Staff Calendar with other managers.
- Maintain QCS staff contact list.
- Manage QCS physical and digital filing.
- Communicate with international CBs, QCS partners as needed.
- Complete HR Checklist for QCS new hires, and ensure all tasks completed.
- Maintain HR tracking list.
- Coordinate and supervise conference exhibits and marketing materials as needed.
- Manage QCS logos.
- Submit training logs to PQAM.
- Supervise QCS A/R, A/P and financial customer service/communication, Quickbooks.
- Supervise cost share communication and report generation for clients.
- Instruct and oversee mass client communications.
- Maintain internal QCS email distribution lists.
- Internal all-QCS staff communication.
- Maintain staff personnel files.
- Contract review for QCS/COO.
- EOCC TF OFIS meetings.
- Update NOP Organic Integrity Database monthly.
- Logistically set up annual QCS staff meeting.
- Supervise maintenance of and admin entries in CS-H-03 Organic Compliance and Enforcement Log.
- Supervise Transaction Certificate and Certificate of Inspection issuance.
- Maintain, revise as needed, HR and Accounting procedures.
- Database revisions to meet accreditation requirements.
- Additional general duties pertaining to management of program as assigned.