

## OFFICE MANAGER/SENIOR ADMINISTRATIVE SPECIALIST REGION ONE CUSTOMER SERVICE SUPPORT CONTRACT

### Position Description:

STG International is seeking qualified **Office Manager/Senior Administrative Specialist** candidates to work full-time to support the Office of Head Start Region I Regional Office located in Boston, Massachusetts. The **Office Manager/Senior Administrative Specialist** will demonstrate a positive attitude and a strong work ethic to become an integral member of the STGi Support Team.

The **Office Manager/Senior Administrative Specialist** will be responsible for the following tasks:

- **General Administrative Support** for daily operations of the Regional Office, includes:
  - ✓ Clerical and event planning, including logistics, schedule coordination, meeting room reservations, accurate and comprehensive note-taking services and summary documentation of action items
  - ✓ Clerical duties including answering Regional Office phone calls, scanning, photocopying, record-keeping activities, and drafting official Regional Office correspondence
  - ✓ Maintaining and monitoring electronic files for accuracy and completeness (ACCESS Database and Head Start Enterprise System (HSES), includes uploading required information into HSES
  - ✓ Word processing, spreadsheet creation and maintenance, and electronic presentation development support to Regional Office staff
  - ✓ Supporting Office of Head Start travel activities including the coordination and management of Regional Office staff travel schedules and processing of travel authorizations and vouchers using the CONCUR system
  - ✓ Supporting Office of Head Start scheduling, including maintaining Outlook calendars and coordinating data entry
  - ✓ Manage GSA car reservations and complete monthly maintenance and gas report to GSA
- **Waiver and Program Modification Requests Support** includes:
  - ✓ Tracking grantee waiver requests
  - ✓ Communicating and coordinating the routing of grantee requests with Regional Office staff to ensure all required information is included
  - ✓ Completing required waiver documentation forms and/or correspondence for grantees
- **Risk Management Process Support** includes:
  - ✓ Implementing Regional Office Risk Management Processes (Staffings, Monitoring Follow Up, Under Enrollment, COMPASS, etc.), including distribution of pre-staffing checklists, scheduling external or internal meetings, producing and distributing risk reports, note-taking, recording action plans, and corresponding with grantees
  - ✓ Maintaining tracking systems to ensure the completion of Risk Management activities within required timeframes
- **Data Systems Support** includes:
  - ✓ Processing and tracking key grantee staffing changes
  - ✓ Creating, updating and maintaining standardized and customized email distribution lists of grantees
  - ✓ Updating grantee assignments in HSES (Program Specialists, Fiscal Specialists, & T&TA Assigned Staff)
  - ✓ Creating and generating reports as requested by the Regional Office
  - ✓ Assisting with other Support Team special projects and tasks, as assigned

**Ideal candidate will have the following minimum qualifications:**

- Preferred Associates' Degree from an accredited university or college; a minimum of 3 years demonstrated experience in administrative role
- Strong computer skills, including demonstrated proficiency with Microsoft Office Suite
- Demonstrated experience with scheduling and logistics
- Ability to pool and share resources among diverse individuals and organizations
- Demonstrated ability to organize and manage multiple tasks at the same time
- Strong written and oral communication skills
- Ability to work successfully in a team environment
- Ability to be flexible in response to changing needs and priorities of the office

**Preferred qualifications include:**

- Knowledge of the current laws, regulations & policies that govern Head Start/Early Head Start

**STGi offers an outstanding benefits package which includes Medical, Dental, Vision, 401k with company match and a generous PTO policy. STG International is an EEO compliant organization.**