



Administrative Services Supervisor

We are seeking a detail-oriented and organized individual to join our team as an Administrative Services Supervisor. In this role, you will supervise the administrative operations of our union. The ideal candidate will possess strong leadership skills, exceptional communication abilities, and the capability to efficiently manage multiple tasks in a fast-paced environment.

ABOUT US:

SEIU Local 1021 was founded in 2007 when ten local unions came together in Northern California to form one larger, more powerful union. Together our members are building a true 21st-century union fighting to empower our members and improve our society. We are 60,000 strong - organizing and representing public service workers in cities, counties, courts, schools, private non-profits, special districts, public health care, nursing, and higher education. We are looking for energetic, hard-working staff who are committed to real change, who believe in the value of work and the value of public services, and who want to be part of the team that wins for workers, their families, and their communities.

LOCATION: Oakland, California

ESSENTIAL RESPONSIBILITIES:

Under the general direction of the Head of Operations/Labor Relations, the Administrative Services Supervisor will be responsible for supervising the day-to-day administrative operations of the Local, ensuring efficient workflow and effective utilization of resources. In this role, the Administrative Services Supervisor provides first-line supervision for various support functions and holds significant operational responsibility for multiple support services ensuring compliance with SEIU 1021 policies and procedures.

Administrative Duties (85%)

- Directly supervises office administrative staff that include Administrative/Operations Coordinators (AOCs) and Administrative Specialist (AS)
- Assigns and monitor work within these assigned areas, address any issues or concerns while ensuring adherence to established quality standards.
- Collaborate and support AOCs, field/program staff, supervisory staff, and union leadership in various activities such as organizing events, campaigns, and initiatives aimed at engaging members and promoting union participation.
- Provide guidance, support, and training as needed to administrative staff to ensure policy and procedure compliance.
- Identify inadequate or poor work performance and utilize counseling, training and, when necessary, progressive discipline for improvement.
- Manage and monitor office administrative tasks ensuring timely completion using the Local's task management system.
- Identify and make recommendations for streamlined office administrative policies, procedures, and processes.

- Monitor expenditures, identify cost-saving opportunities, and ensure compliance with budgetary guidelines.
- Mediate and resolve conflicts between office staff members.
- Train new employees on office procedures and policies.
- Conduct performance evaluations for administrative staff.
- Assist in enhancing workflow processes to increase productivity and service to members.
- Manage and complete special projects as assigned, including research and planning.
- Respond to member inquiries including the necessary coordination and calculation of time required to complete the requested task.
- Provide input and recommendations to enhance the operation and effectiveness of the Operations department.
- Participate in meetings, actions, presentations, and trainings.
- Assist in the coordination and participation in labor union activities such as encouraging non-members to become members by assisting with new member sign-up and COPE campaigns.
- Updates job knowledge by participating in educational opportunities.

Facility Duties (15%)

- Support the AOCs in all aspects of facilities operations, including lease management, office maintenance, cleanliness, office equipment/supplies, security and vendor relations.
- Coordinate with vendors and contractors as necessary to address maintenance issues and ensure the safety and functionality of the workplace environment, including repairs, capital improvements, maintenance, and renovations as needed.
- Make sure that the workplace environment adheres to all relevant regulations and safety standards.

Perform other duties as assigned

Minimum Qualifications and Specific Skills

- Bachelor's degree in business administration or high school diploma with a minimum of four years of office administrative or operations services experience.
- 2 years supervisory experience or, if internal candidate, 2 years leadership experience, such as being an Administrative Operations Coordinator.
- Strong leadership and interpersonal skills with the ability to motivate and inspire staff to achieve organizational goals.
- Excellent organizational skills and attention to detail.
- Proficiency in Microsoft Office Suite and other relevant software applications.
- Ability to prioritize tasks and manage multiple responsibilities effectively.
- Excellent communication skills, both verbal and written.

Preferred Experience

- Familiarity with relevant regulations and safety standards related to facilities management.

Core Competencies: The following competencies have been identified as critical for success in the role and will be referred to during the selection process:

- Commitment to helping our members' current and future needs. Always providing prompt and courteous service.
- Willingly shares expertise and important or relevant information with team members
- Clearly conveys information and ideas to individuals and groups through a variety of communication methods
- Continually seeks to improve work processes. Demonstrates the ability to use systems and technology to improve ways of working
- Strives for excellence and efficiency
- Ability to adjust priorities. Approaches change positively and adjusts behaviors accordingly.

Minimum Qualifications:

1. Equivalent to graduation from a four-year college;
2. Four year's experience in specific program area;
3. Prior supervisory experience desirable, but not required
4. High-level ability to communicate orally and in writing;
5. Ability to work well with others;
6. Proficiency with Windows, Word, Excel, and ability to become proficient at other required computer programs;
7. Must possess a valid driver's license and a safe driving record and insurance required by the local.

Requirements:

- Salaried position; may require nonstandard work hours and/or weekend and holiday work.
- Extensive travel may be required, primarily within Northern California.
- Must possess a valid California driver's license; must pass a DMV check and have a good driving record; must have auto insurance that covers business driving (minimum of \$100,000 per person/\$300,000 per incident bodily injury liability/\$50,000 property coverage); and must possess an automobile for business use.
- Vaccination Requirement: Proof of Full Vaccination is required for this position.

Salary and Benefits: The salary range is \$117,241.55 to \$134,827.78 based on qualifications and experience. SEIU Local 1021 offers a competitive and comprehensive benefits package.

To Apply: Visit our online Career Center found to apply ([SEIU Local 1021 Career Center](#)). You must include a detailed resume (see supplemental questions below), cover letter indicating the position you are applying for, and the names, addresses, and phone numbers of three (3) references. This position is open until filled; however, the posting/acceptance of applications may close at any time. **No phone calls, please.** The cover letter must address the following:

- Describe how your experience prepares you for the responsibilities and duties specified in the job announcement.
- Give examples from your work experience that demonstrates your mastery of skills and knowledge listed in the job announcement.

This position is open until filled; however, the posting/acceptance of applications may close at any time.

----- **AFFIRMATIVE ACTION EMPLOYER** -----

Local 1021 is an affirmative action employer and encourage applications from all qualified candidates regardless of race, ethnicity, age, sex, sexual orientation, marital status, religion, or disability. Local 1021 works to ensure fair treatment of applicants and employees and actively enforces policies against discrimination and sexual harassment.