



THE JUNIOR LEAGUE
OF CHARLOTTE, INC.

Promote Voluntarism. Develop Leaders. Improve Communities.

Administrative Director

JOB TITLE: Administrative Director

FLSA STATUS/CLASSIFICATION: Full-time, Exempt

REPORTS TO: JLC President

BENEFITS: Health Insurance, Paid Time Off

About the Junior League of Charlotte:

The Junior League of Charlotte, Inc. (“JLC”) is a 501(c)(3) nonprofit organization of women committed to promoting voluntarism, developing the potential of women, and improving the community through the effective action and leadership of trained volunteers. Founded 95 years ago, the JLC has a history of serving the Charlotte area. From the Charlotte Nature Museum to Discovery Place to the Levine Children’s Hospital Family Resource Center, the JLC has left a legacy of service, dedication, and compassion. Today, with close to 1,600 members and 15,000 annual hours of community service, the JLC continues to make its mark throughout the Charlotte community. The JLC is a member of the Association of Junior Leagues International (“AJLI”) which has a total of 290 member Leagues.

The JLC engages numerous member volunteers to manage the programming and strategic vision of the organization. A small administrative team works in coordination with volunteer leaders to provide administrative support, technical assistance, and operational continuity.

Job Summary:

The Administrative Director provides management and continuity in the administrative operations of The Junior League of Charlotte, Inc. (JLC) and its member and community relations. The Administrative Director manages the Junior League of Charlotte headquarters and personnel and oversees the general building and administrative operations of the organization.

Responsibilities/Duties:

Member and Community Relations

- Develops and maintains relationships with JLC members
- Develop strategic partnerships with local non-profits, in partnership with JLC leadership, to support the JLC mission and strategic plan
- Attends community events, as requested or approved by the JLC President.
- Updates JLC profiles for online directories. Attends the Junior League conferences annually, when financially feasible, and maintains working relationships with other Leagues’ staff.
- Ensures the JLC staff is trained and can adequately convey information to the public about the JLC Mission, Focus, strategic plan, and JLC Community Partners.
- Attends and assists with League-wide events, as needed. Works some weeknights or weekend times as requested.

Operational Oversight

- Maintains overall responsibility for the day-to-day administrative management of the JLC.
- Understands and supports the mission and strategic goals of the JLC; develops administrative procedures to support goal implementation.

- Assists with administrative and building-related budget development and monitors monthly expenses. Budgets for anticipated capital expenditures and Property, Plant and Equipment spending; monitors regularly to ensure compliance.
- Processes remote check deposits and maintains non-member contribution records/matching gifts in coordination with the JLC Membership Services Manager and the JLC bookkeeper.
- Categorizes all incoming bills and initiates payment with the JLC bookkeeper. Assists JLC Finance Committee and bookkeeping service with financial record-keeping and reporting as needed. Assists JLC CFO with audit support and financial inquiries as needed.
- Assists JLC Risk Manager with insurance coverage, document maintenance and policy review. Assists with the annual Workers' Compensation Insurance audit, as needed, in coordination with the JLC CFO and Risk Manager.
- Oversees annual application for Charitable Solicitation License. Manages document archiving and record maintenance, following JLC document retention policies. Updates JLC governance documents at least quarterly; ensures changes to Bylaws, Policies and Procedures and JLC Employee Handbook are recorded and distributed as needed.
- Distributes press releases, maintains media contact lists, and assists with website content review and updates in coordination with the Communications Council and Office Manager. Maintains JLC online presence and updates profiles with public-facing databases and directories with input, review, and approval from JLC leadership.
- Attends monthly JLC Management Team meetings and/or Board Meetings, as requested, and provides operational and staff updates. Provides ongoing executive support for the JLC President, President-Elect, CFO, VP of Finance, Executive Vice President, and EVP-Elect, as needed.
- Serves as a primary staff point of contact for licensed JLC software and assists with managing the relationship.

Facility Management

- Maintains the JLC building, including annual inspections, repairs, grounds/landscaping, and security issues.
- Handles building emergencies, monitors security cameras, and is the primary point of contact for security service.
- Identifies facility issues and communicates needed improvements to the JLC Board of Directors and/or JLC Building Fund Subcommittee and requests funding to align with the budget process. Forecasts and manages purchases of office and building equipment.
- Maintains good neighbor relations and coordinates property maintenance and safety with city, county and public safety representatives as needed. Manages the upkeep of building equipment, supplies and training to comply with health, safety and accessibility standards; maintains incident reports.
- Serves on the JLC Crisis Management Team – acting as liaison for staff and vendors and supports crisis communication in conjunction with the President and Communications Council representatives.
- Monitors building inventory and orders office, safety, and building supplies. Reviews and updates the JLC website in alignment with the JLC Policies and Procedures. Maintains user accounts and password lists for all JLC systems and accounts in designated password vault.
- Manages JLC member calendar requests, coordinates the building's room and technology schedules, sets up events in Digital Cheetah, and creates online registration materials and products.
- Maintains a list of eligible independent contractor hosts, assists with host onboarding, schedules hosts when needed for events, and serves as the point of contact for hosts.
- Manages building licensing inquiries, provides information related to licensing schedules and procedures, and assists licensees with reservations. Provides building licensees with all required paperwork, monitors responses, follows up to ensure that documentation is in order, collects licensing fees, provides building tours, and serves as a resource for all licensing questions and concerns. Updates and maintains the Building Licensing pages on the JLC website and assists the supervisor in creating and updating all relevant forms and materials.
- Maintains and distributes door entry keypad and security alarm codes for the building to eligible recipients.

Personnel Management

- Provides technical and administrative oversight to all employees of the JLC.
- Serves as staff liaison to JLC Board of Directors and Management Team.
- Serves as point of contact for resolution of staff personnel issues. Makes recommendations for hiring and assists the JLC Staff Committee with the recruitment process.

- Coordinates and maintains onboarding, new hire paperwork, job descriptions, and personnel files in compliance with state and federal laws.
- Assists in conducting annual staff performance evaluations, and disciplines and/or terminates staff, all with JLC Staff Committee input, review and approval.
- Recommends job description updates annually and recommends salary adjustments to the Staff Committee as appropriate.
- Collects and maintains employee timesheets and initiates payroll processing via third party payroll contractor. Coordinates annual health insurance renewal; reviews policy renewal information with broker and makes recommendations to Staff Committee.
- Leads professional growth and development of staff and communicates needs to the JLC Staff Committee.
- Oversees staff functions, including IT support, document production, membership management, and mailing support.
- Schedules and conducts regular staff meetings. Promotes member-staff collaboration and partnership to enhance staff and membership engagement and encourage membership retention.

Technology Support

- Provides administrative support for office systems including, but not limited to, the JLC customer relationship management software (Digital Cheetah).
- Provides assistance and training to members and non-members in setting up and using building technology resources including, but not limited to, the projectors, A/V systems, TV monitors, scanners, Digital Cheetah Self Check-in Tool, Zoom account, conference call hubs, kitchen appliances, phones, security system, and copier.
- Identify and manage on-call technology support coverage for after-hours assistance for members and licensees
- Maintains inventory of all building technology and manages the loans and distribution of equipment to membership.
- Monitors equipment and makes recommendations regarding upgrades in order to remain current with emerging technologies. Seeks out new tools and efficiencies for enhancing processes.

Qualifications:

- Bachelor's degree and 1-3 years' experience in a similar role or 2-4 years' experience in a similar role required.
- Experience with nonprofits and volunteer management is preferred.
- Track record of building and leading high-performing teams: includes hiring, developing and, when necessary, transitioning talent.
- Excellent written and oral communications skills. Strong interpersonal and customer service skills. Teamwork orientation. Ability to function in a constantly changing environment.
- Excellent organizational, leadership, project management and problem-solving skills.
- Must have thorough knowledge of administrative practices and procedures, and good knowledge of spreadsheet or database software systems.
- Proficient in Microsoft Office Suite.
- Must be able to handle multiple priorities, work efficiently and prioritize tasks.
- Willing to work nights and weekends as necessary

The Junior League of Charlotte ("JLC") is an Equal Opportunity Employer committed to inclusive hiring and dedicated to diversity in its work and staff. Employment decisions are made without regard to race, color, religion, gender, sex, national origin, physical or mental disability, age, sexual orientation, veteran status, or any other characteristic protected by applicable state or federal law. The JLC encourages candidates of all groups and communities to apply for this position.

Interested, qualified candidates should email their cover letter and resume to office@jlcharlotte.org.

To learn more about the JLC please visit: <https://www.jlcharlotte.org/>