

Job Title: Administrative Team Lead

Program: Administrative Support

Reports to: Director HR & Strategic Planning

Effective Date: January 1, 2026

Job Summary:

The Administrative Team Lead provides for coordinated administrative support across the CityRise enterprise, providing for office activities and operations to be covered while providing clerical and administrative support to leadership.

Supervisory Responsibilities:

- Oversee administrative support functions to ensure appropriate delivery of services.
- Provides leadership of administrative support staff, partnering with direct supervisors.

Duties/Responsibilities:

Office Processes

- Leads office activities and functions to promote efficiency.
- Ensures office equipment is in good working condition.
- Establishes and maintains a procurement process for office and related supplies.
- Oversees telephone services, correspondence, and mail distribution.

Administrative Operations

- Oversee the daily workflow of the administrative support team.
- Assists clerical and support staff with their assigned duties, particularly when more advanced, skilled, or sensitive work is required.
- Maintains records, documentation, and files, including complex or sensitive files such as employee files as directed.
- Provides for the coverage of administrative support staff for short or long-term vacant positions.

Leadership

- Assist hiring managers with recruiting, interviewing, onboarding, and training new admin staff.
- Supports discipline, job performance, evaluation, and termination of admin support employees in accordance with policy.
- Provides documentation, maintains calendars, and supports projects and other workflows for the organization's administrative team.

Support CityRise Human Resources Leader

- Organizes and develops materials and information for staff and others as needed.
- Compose and edit communications as requested. Responds to and resolves administrative inquiries and questions.
- Supports calendar management.

- Assists with Human Resources operations.
 - Coordinates HR recruitment activities including posting jobs, screening applications, and scheduling interviews. Administers candidate assessments as requested.
 - Oversee new employee onboarding and exit processes and coordinate with supervisors.

Other duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to prioritize tasks and to delegate them when appropriate.
- Strong problem-solving skills.
- Strong leadership skills.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

Required Education: High school diploma or equivalent.

Required Experience: Three years progressively responsible administrative support or related experience required.

Preferred Education: Bachelor’s degree.

Preferred Experience: Experience in Human Resources.

Physical Requirements:

Prolonged periods of sitting at a desk and working on a computer.

Must be able to lift up to 15 pounds at times.

Work Location:

Work is performed in hybrid with 85% on-site and 15% remotely.

employee printed name

employee signature

date