



Director of Administration

Position Summary

Title	Director of Administration
Reporting Structure	Reports to President; has direct reports
Summary	<ul style="list-style-type: none">▪ Human Resources▪ Payroll and Benefits▪ Facility Management▪ Support for Finance▪ Time Tracking Systems and Reporting▪ General Administration
Employment	Exempt, full-time employee
Work Location	Grand Rapids Virtual work occasionally

Mandatory Qualifications

- Bachelor's degree in business administration or equivalent
- At least 5 years of experience in administration, including human resources
- Proven success leading employees to enhance their professional development
- Proficiency in QuickBooks
- Proficiency in Microsoft Office Suite
- Demonstrated reliability
- Superior problem-solving skills
- Outstanding communication, interpersonal and leadership skills
- High ethics and integrity

Preferred Qualifications

- Master's degree in business administration or a relevant administration specialization
- 10 years of experience in administration, including human resources
- Working knowledge of Salesforce

Competencies

- Attention to detail
- Conflict management
- Initiative
- Integrity
- Interpersonal skills
- Leadership
- Listening
- Planning and organizing
- Problem solving
- Sensitivity to others
- Team building
- Versatility



Director of Administration

Responsibilities

Meet Companywide Expectations

- Maintain confidentiality
- Impress internal and external clients
- Complete open activities on time and thoroughly
- Act as a leader, mirroring company values
- Set example of strong work ethic and positive attitude
- Exude professionalism and executive presence
- Set example for cross-departmental and cross-company collaboration
- Use time tracking systems correctly and consistently
- Use technology in accordance with protocols and company policy
- Treat incoming phone calls with courtesy and respond quickly to phone messages
- Comply with company policies and procedures
- Learn and follow workflows and SOPs
- Respond quickly and professionally to emails
- Manage time responsibly
- Be positive, productive, respectful, honest, and candid
- Act with integrity and exceedingly high business ethics
- Become a subject matter expert; learn continuously
- Maintain your own PDP
- Maximize resources and recycle

Lead Employees

- Lead employees
- Establish regular employee development schedule for every direct report; conduct meaningful discussions and document follow up
- Hold employees accountable for goals, rocks and accountabilities
- Ensure all employees are actively working a professional development plan
- Identify and validate the tools, resources and support employees require; fulfill as available or report as needed to leadership team
- Set outstanding example of work ethic with regular hours and intense, focused work
- Be present in discussions with employees; avoid technology and other distractions
- Positively communicate company SOPs, vision, direction, and goals to employees
- Approve employee time off requests; approve employee time sheets accurately
- Set outstanding example of adherence to companywide expectations, systems and processes
- Lead operations team, with focus on company goals
- Ensure employees understand company values and direction
- Establish operational metrics / scorecard to guide employees



Director of Administration

Human Resources (JetCo Solutions & JetCo Federal)

- Represent the company in matters related to human resources
- Serve as the internal primary point for the hiring process; maintain hiring SOPs and serve internal hiring managers impressively
- Maintain position descriptions; update annually with input from employees and managers
- Support managers in building scorecards for individual employees
- Maintain leadership reference guide and train internal leaders, ensuring our leaders have the tools to lead well
- Serve as the conduit for employee morale recommendations; build employee satisfaction measures
- Create and maintain employee retention metrics and systems
- Maintain secure and complete employee files
- Onboard new employees; maintain onboarding SOPs and checklists
- Train new employees on companywide SOPs
- Support hiring managers in development of training plans for new employees
- Receive employee complaints; investigate as needed
- Support managers in employee discipline
- Oversee employee separations; document transactions on checklist and conduct exit interview
- Maintain HR related SOPs; train managers and employees on them
- Maintain employee handbook and employee onboarding documents
- Serve as internal expert on MIOSHA / safe workspace requirements
- Conduct annual employee compliance training
- Coordinate special employee committees (safety, wellness, etc.) to encourage engagement
- Send semi-monthly employee communications; maintain communication calendar
- Maintain company holiday calendar
- Coordinate team celebrations
- Coordinate annual holiday party

Payroll and Benefits (JetCo Solutions & JetCo Federal)

- Maintain relationship with outsourced payroll provider
- Enter new employees in payroll system
- Maintain accuracy of employee records, updating for salary adjustments and position changes
- Process payroll to outsourced provider; enter in financial systems
- Validate payroll liabilities are paid
- Maintain accurate employee accruals; answer employee questions about accruals
- Gather employee benefit information and options; make recommendations to presidents
- Maintain relationships with benefits providers
- Coordinate employee benefits and annual open enrollment
- Answer employee questions about benefits
- Conduct quarterly deduction audits for accuracy
- Ensure W2s are sent to all employees on time



Director of Administration

Facility Management (JetCo Solutions & JetCo Federal)

- Create and maintain compliance log for leases; operationalize as needed
- Submit requests for repairs or maintenance
- Select and oversee contractors for improvements
- Manage relationships with facility support vendors (water, janitorial, etc.)
- Work with Risk Manager to ensure facility meets CMMC Level 3 / NIST 800-171 requirements
- Maintain office supply inventory; order as needed, staying within budget
- Maintain cleaning, paper product, and breakroom supplies; order as needed, staying within budget
- Maintain office equipment; contract with service providers as needed

Finance Support – JetCo Solutions

- Support new employee onboarding related to customer entry in QuickBooks, communication regarding invoices
- Enter bills in QuickBooks following approval / validation from purchaser
- Create and send invoices for capture clients on the 1st and 15th days of the month
- Create and send invoices for project clients on their pre-determined benchmarks, communicating with internal project owners to validate timing
- Create and send invoices for commissions on contract wins, working with the client capture lead to document and implement commission tracking and invoicing
- Establish systems to ensure project clients are invoiced correctly
- Follow company SOPs, recommend improvements, revisions or new SOPs to ensure efficiency and cross-training
- Review weekly A/R report; follow up on past due invoices with clients, tracking communication and getting company leadership involved on collection issues
- Support ACH payment setup for clients; set up reminders in Salesforce and send paid invoices following processing
- Conduct quarterly commission audits to ensure all won contracts which are commissionable have an invoicing plan
- Maintain accurate records in Salesforce for commissionable wins
- Recommend improvements to invoicing and collections to support cash flow
- Ensure client accounting information is accurate in QuickBooks and Salesforce; maintain this with changes and client preferences
- Liaison with collections firms as needed, and after approval from JetCo Solutions' president
- Maintain SOPs for invoicing and collections



Director of Administration

Finance Support – JetCo Federal and Patriot Solutions

- Enter bills in QuickBooks following approval / validation from purchaser
- Validate and modify DNP bills for requirements contracts
- Review freight bills and POD; enter freight bills
- Generate and send invoices
- Make collections calls for late invoices
- Identify issues related to customer-specific late payments; recommend solutions
- Develop agency-specific systems to receive alerts regarding potential short-pays
- Develop credit worthiness SOPs and systems for commercial clients
- Process credit checks for new clients
- Maintain SOPs for invoicing and collections
- Review closed orders to identify issues or gaps; maintain SOP

Finance Support – Smart Chain

- Enter carrier bills in QuickBooks
- Generate and send invoices for clients
- Follow up on past due invoices

Finance Support (all companies)

- Enter vendor information in QuickBooks
- Maintain SOP for vendor entry
- Secure W9 forms for all active vendors
- Send 1099-MISC forms annually, NLT 31 January
- Maintain customer and vendor files in QuickBooks; purge based on criteria
- Support creation of annual budgets
- Monitor spending against budget; generate monthly budget reports
- Perform month-end functions (reconcile shipping charges, enter credit card receipts, perform reconciliations, etc.)
- Establish cross-billing systems each year
- Perform monthly cross-billing between companies

Oversee Time Tracking Systems

- Maintain time tracking SOP
- Maintain time tracking systems and reporting

General Administration

- Maintain SOP index
- Support SOP development, revision, training, and compliance
- Develop and execute record retention systems; properly purge records
- Train employees in electronic file organization and file-saving protocols