



Main Office
405 N. Elm Street, Lumberton, NC 28358
910.277.3500 scapnc.org

Title:	CSBG Operations Administrator
Status:	Non-Exempt
Terms:	Permanent Full Time
Department:	CSBG
Reports To:	Southeastern CSBG Director
Job Summary:	Under the direction of the CSBG Director, ensure smooth and efficient operation of the Self Sufficiency Program. This role involves coordinating administrative tasks, managing program logistics, and supporting the program director to deliver high-quality services to customers and vendors. The ideal candidate will have strong data entry, creating reports, organizational skills, attention to detail, and a commitment to support individuals and families in achieving self-sufficiency. Any other duties as assigned.

Essentials Duties and Responsibilities:

- Coordinate daily operations of the Self Sufficiency Program, including scheduling, resource allocation, and logistics.
- Assist in the development and implementation of program policies and procedures.
- Maintain accurate and up-to-date records, including customer waitlist, programming documentation, and reports.
- Support Director with administrative tasks, such as data entry, correspondence, and meeting coordination.
- Monitor program budgets and expenditures, ensuring compliance with funding credit vouchers, and travel.
- Reviews program and plan of operation to outline goals and objectives for center staff. Runs quarterly: Year-End, Annual Report and other CSBG reports as required.

- Prepares reports through Excel, CARDS, and any other database used for CSBG.
- Assists Director with program Grant application, quarterly reporting of performance, annual report along with budget.
- Assists in conducting community surveys and the planning process for community needs assessments.
- Collect data on available services and changes in regulations.
- Ensures the FNPI's are utilized in CARDS to have accuracy for reporting to OEO along with the Annual Report.
- Ensure compliance with all relevant regulations and standards, conduct file checks, and random system checks.
- Participate in program evaluation and continuous improvement efforts.
- Submit recommendations and appropriate corrective action to resolve noncompliance.
- Tracks and monitors caseloads, contact time, outcomes, and production for all locations.
- Develop partnership agreements with entities that will assist in providing training for enrolled FESS customers and staff.
- Conduct in-house training as needed and provide support to staff.
- Negotiates and develops partnership agreements with community partners for agency and customer support.
- Assists staff in arranging meetings and surveys to determine community needs and priorities.
- Assist with coordinating community needs assessment for funding.
- Compile, compare, and implement the submission of the Annual Report, Organizational Standards, and Community Needs Assessment.
- Develop, schedule, and implement FESS community events, resources fairs, and recruitment initiatives.
- Maintains maintenance of the department vehicles – inspections, maintenance, etc.
- Serves as engagement liaison to community and agency.

- Oversee special projects as needed.
- Travel as required by the department or agency.

Qualifications:

- Bachelor's degree in Business Administration, Social Work, Human Services, or a related field.
**Relevant experience may be considered in lieu of a degree. **
- ROMA Certified within eighteen (18) months of hire date.
- Minimum of 3 years of experience in program coordination, administration, or a related field.
- Strong organizational and time management skills.
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite and program management software.
- Ability to work independently and as part of a team.
- Ability to travel (minimally to moderately).
- Commitment to the mission and values of the Self-Sufficiency Program.

Equal Opportunity Employer