



Office Administrator

Reports To: Executive Operations Manager

Status: Full-Time, Non-Exempt

Work Location: On-Site, Monday–Friday

Location: 200 Bowdoin Street, Dorchester, MA

Compensation: \$23–\$25 per hour (approximately \$47,840–\$52,000 annually based on a 40-hour work week)

Organization Overview

Family Nurturing Center of Massachusetts (FNC) provides family strengthening, parenting education, and early childhood development programming in historically marginalized neighborhoods across Boston, and training for family service providers statewide. Our 60-person team reflects the communities we serve, with approximately 30% of staff being graduates of an FNC program. Our work is grounded in racial and social justice, and we engage families with respect, dignity, and nurturing joy.

Position Summary

The **Office Administrator** serves as the primary front-of-house and operations support for Family Nurturing Center’s 200 Bowdoin Street headquarters. This role ensures consistent front desk coverage while maintaining a welcoming and professional environment for staff, partners, and visitors.

Working closely with the Executive Operations Manager, the Office Administrator supports daily office operations including meeting coordination, mail and check intake, office inventory and overall office readiness. The Office Administrator serves as the central point of contact for visitors and front desk communications and helps coordinate the day-to-day logistics that keep the headquarters organized and running smoothly.

This is an active, hands-on role that requires strong organization, reliability, and initiative to support the daily operations of a busy, mission-driven office.



Principal Duties and Responsibilities

Front Desk & Visitor Experience

- Serve as the primary point of contact for visitors, staff, partners, and community members entering the headquarters.
- Provide consistent front desk coverage during core business hours to ensure a welcoming, professional, and secure environment.
- Answer and triage incoming calls and monitor the main FNC email account, directing inquiries appropriately.
- Welcome and orient visitors, including partners, vendors, and training participants, ensuring a positive first impression of the organization.
- Maintain a professional, organized, and welcoming lobby and reception area.

Headquarters Operations & Office Readiness

- Serve as the primary on-site support for the daily operations of the 200 Bowdoin Street headquarters.
- Monitor office readiness throughout the day and proactively address operational needs or gaps.
- Maintain inventory of office, kitchen, and hospitality supplies and coordinate restocking as needed.
- Ensure shared spaces, kitchen areas, and coffee stations remain clean, stocked, and welcoming.
- Complete administrative and operational tasks during periods of lower front desk activity to support overall office operations.

Meeting & Space Coordination

- Track the headquarters meeting and training schedule and assist with coordinating room usage throughout the day.
- Prepare conference rooms and shared spaces for meetings, including basic room setup and hospitality needs.
- Coordinate refreshments for meetings, trainings, and on-site events as needed.
- Work closely with the Executive Operations Manager to support meeting logistics and space coordination.



- Serve as a trained backup for meeting room setup and basic technology readiness when needed.

Operations Team Collaboration

- Work collaboratively within the Operations team to ensure consistent front desk coverage and smooth daily office operations.
- Coordinate with the Executive Operations Manager on break coverage and front desk scheduling.
- Provide day-to-day administrative and logistical support to the Executive Operations Manager and Co-Executive Directors as needed.
- Assist with maintaining the office technology inventory.
- Contribute to a team-based operations model that keeps the headquarters organized, welcoming, and responsive.
- Support the Operations team with internal scheduling

Mail, Check Intake, and Finance Support

- Receive, open, and sort incoming mail.
- Log and record all incoming checks accurately and in a timely manner.
- Prepare checks and supporting documentation for processing by the Finance team.
- Maintain organized and confidential records related to mail and check intake.

Facilities and Building Coordination

- Coordinate with maintenance vendors and service providers as directed.
- Support on-site vendor visits and building service appointments.
- Assist with scheduling building maintenance and repairs.

Opening and Closing Responsibilities

- Open and disarm alarm the building Monday through Friday at 8:00 AM.
- Arm alarm and secure the building Monday through Friday at 5:00 PM unless an after-hours program is scheduled.
- Ensure doors and windows are secured, systems are shut down appropriately, and access codes are set.
- Maintain daily opening and closing checklists to support office readiness and security.
- Support overall building safety and security protocols.



- Coordinate weekly with the Executive Operations Manager to ensure front desk coverage for after-hours programs when needed.

General Operations Support

- Handle confidential and sensitive information with professionalism and discretion.
- Maintain organized systems and effectively prioritize multiple responsibilities.
- Anticipate operational needs and take proactive steps to prevent disruptions.
- Troubleshoot day-to-day office issues and identify practical solutions.
- Support special projects and additional operational duties as assigned.
- Utilize office technology, digital tools, and internal systems to support efficient operations and communication across teams.

Qualifications and Experience

We encourage candidates to apply even if they do not meet every listed qualification.

Required

- High school diploma required; some college or relevant professional training preferred.
- Minimum of three years of experience in an administrative, office coordination, front desk operations, or operations support role.
- Demonstrated ability to manage multiple priorities, coordinate logistics, and maintain organized systems in a fast-paced environment.
- Strong organizational and time-management skills with the ability to anticipate needs and follow through on tasks independently.
- Professional written and verbal communication skills with the ability to interact effectively with staff, partners, and visitors.
- Ability to handle confidential information with discretion and sound judgment.
- Proficiency in Microsoft Office, Outlook, and common workplace technology platforms.
- Comfort working with office technology including video conferencing tools, shared calendars, scheduling systems, and basic troubleshooting of common office equipment.
- Strong attention to detail and the ability to think logistically about schedules, meetings, and operational workflows.
- Reliable transportation.
- Flexibility with schedule when occasional evening programs or meetings occur.



Preferred

- Experience working in a nonprofit, community-based organization, or mission-driven environment.
- Experience coordinating meetings, events, or training logistics.
- Experience supporting office operations in a multi-program or multi-team environment.
- Bilingual Spanish/English language skills strongly preferred.
- Ability to communicate effectively with families and community partners from diverse cultural and linguistic backgrounds.

Physical and Mental Demands

- Ability to sit, stand, and move throughout the workday.
- Ability to lift up to 50 pounds as needed.
- Ability to manage the emotional demands associated with mission-driven work.

Equal Employment Opportunity Statement

FNC recognizes the impacts of institutional racism and other structural inequalities. We believe marginalized communities are at the center of our organization and work. People of Color, people with lived experience of immigration, LGBTQ+ individuals, and people with disabilities are strongly encouraged to apply.

To Apply

Please submit a resume and cover letter sharing your interest in the role to [**hiring@familynurturing.org**](mailto: hiring@familynurturing.org). Applications will be reviewed on a rolling basis.