

STARRY, Inc.
Position Description
PRN Administration Support Manager

POSITION ASSIGNMENT

Position Title: Administration Support Manager

Company: STARRY

Status: PRN as needed

Department: Operations

Reports To: Senior Director of Business Administration

Location: Remote with some travel in Texas

STARRY Vision: We envision a Texas where every child has a healthy, forever family.

STARRY Mission: We nurture children, strengthen families, and restore hope through counseling, fatherhood and family preservation services.

STARRY Core Values

S Service World-class service is our passion.
T Together We are stronger together.
A Access Everyone is welcome here.
R Responsibility Shared ownership produces successful outcomes.
R Relationships Healing happens when people feel safe, secure and loved.
Y You Our clients, community, stakeholders and staff are our priority.

POSITION SUMMARY

The Administration Support Manager is a key role at STARRY, providing essential administrative and operational support across a range of functions—all while supporting STARRY's mission to create lasting social impact. This position requires an individual who excels at managing complex tasks, maintaining attention to detail, and juggling multiple priorities in a fast-paced environment. Responsibilities include overseeing, assisting with, and providing backup for payroll, grant support, and billing; managing e-signature processes (DocuSign), assisting with philanthropic events, and contributing to social media and organizational initiatives.

KEY RESPONSIBILITIES

- **Payroll Management:**
 - Assist with the accurate and timely processing of payroll, including data entry, tax calculations, and distribution of paychecks.
- **General Administration:**
 - Provide comprehensive administrative support, including managing calendars, scheduling meetings, coordinating appointments, and maintaining office supplies.
- **Grant Support:**

- Assist with research, writing, and documentation to prepare and submit grant applications.
- **Billing Support:**
 - Assist with invoicing and payment processing, ensuring all transactions are completed accurately and on time.
- **Social Media Support:**
 - Assist with social media platforms, create engaging content, monitor online interactions, and enhance STARRY's digital presence.
- **Philanthropic Event Support:**
 - Assist in planning and executing STARRY's philanthropic events, including fundraising activities, community outreach events, and volunteer engagement initiatives.
- **HR Backup Support:**
 - Provide backup assistance to the HR department with tasks such as onboarding, employee records management, and maintaining HR documentation.
- **Benefits Administration Support:**
 - Assist with employee benefits enrollment, maintenance, and communication, ensuring that benefits-related questions are addressed and that employees receive timely, accurate information.
- **DocuSign Management:**
 - Oversee the use of DocuSign or similar e-signature platforms, ensuring the efficient processing and management of contracts, agreements, and other documents requiring signatures.
- **Complex Task Management:**
 - Demonstrate the ability to manage and execute complex tasks, including organizing multi-step projects and resolving problems effectively, while maintaining high standards of quality and accuracy.
- **Cross-Training:**
 - Support cross-training of staff in various administrative functions to ensure team efficiency and continuity.

QUALIFICATIONS

- Minimum of 5 years of experience in administrative or office management roles.
- Proven ability to handle complex, multi-faceted tasks and projects with precision and attention to detail.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), and familiarity with payroll and accounting software.
- Experience with DocuSign or similar e-signature platforms.
- Strong organizational, time management, and multitasking abilities.
- Excellent written and verbal communication skills.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Passion for the nonprofit sector and a commitment to creating social impact.

- Experience in supporting or coordinating events, community outreach programs, or similar initiatives.

PHYSICAL REQUIREMENTS

- Remote with occasional travel required
- Full-time position with standard office hours
- Must reside in Texas

WORKS COOPERATIVELY WITH:

(1) Operations; (2) External STARRY vendors; (3) Leadership

ACCOUNTABILITIES

Reports to: Senior Director of Business Administration

I understand that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this position. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. I have reviewed the job description for the position of Administration Support Manager and can perform the essential functions required. I have received a copy for my records.

Received by:

Signature

Date

Print Name

