



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 1200+ people strong and growing!

You could play a key role supporting the Business Operations Division! Go to our job board to apply:

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The job at a glance

General Summary

Reporting to the Director of Business Operations, the Business Administration Supervisor leads the Administrative Services (AS) team to deliver cross-functional business-wide support services. The Business Administration Supervisor is responsible for the following CCRC-wide programs: Centralized Contracts Administration, centralized Policy Administration, Business Continuity/Disaster Recovery (BCDR) program administration, vendor insurance/CCRC insurance renewals and vendor reviews, data security incident/breach reporting and coordination, Data Governance Committee (DGC) meeting implementation, limited attorney coordination, the Conflict of Interest (Col) program, and other cross-functional programs. The Supervisor creates and manages standards-based implementations while coordinating with all business areas for program awareness, consistency, and compliance. The Supervisor creates and maintains centralized, historical data repositories, implements standardized procedures to maintain versioning control, and ensures secure sharing and access is implemented for approved staff.

Core Benefits!

- **Hybrid** position!
- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered.
 - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, the Business Administration Supervisor is responsible for the following functions:

Supervision and Management (20%)

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- Provide direct leadership of focused team delivering critical business services across diverse functional areas.
- Ensure all administration tasks are assigned to allow for cross-functional collaboration and business continuity among team.
- Mentor, motivate, and grow high performing team and individual members to provide efficient and transparent administration, and learn and adapt to change for evolving business needs and requirements.
- Establish, manage, and report Key Performance Indicator (KPI) metrics and provide assigned staff with recurring feedback to ensure continued program success.
- Establish and enforce recurring schedules on department projects, tasks, needs to ensure timely updates and response to business needs and requirements.

Centralized Contract Administration (15%)

- Implement and maintain a database for the CCRC's contract management system, including current and historical contract information. Ensure contracts database status entries are accurate and updated as changes occur.
- Maintain reporting of current and projected (new business) contract terms and revenue projections through close coordination with CCRC Grants Management team.
- Ensure all CCRC contracts (Grants, contracts, vendor agreements, software agreements, memorandum of understanding, confidentiality agreements, etc) are efficiently managed in a central data repository for easy searching, review, and reporting by various CCRC offices and staff.
- Supervise and oversee staff responsible for implementing the contracts management processes and ensure staff are cross trained to ensure department continuity.
- Provide leadership reports on analysis of contract lifecycle status, coordinate with applicable functional areas on contract changes with comparison and potential impact to CCRC terms and conditions.
- Coordinate the processing and approval of new contracts, modifications and amendments, and renewed contracts, such as providing assistance to appropriate stakeholders, monitoring the contract process to completion, reviewing final documents to ensure compliance with all applicable regulations, collaborating with Project Management Leadership, etc.
- Ensure contracts documents are reviewed by legal entities, when required, and meet CCRC executive approvals prior to signature.
- Lead coordination of release and final closeout of contracts, and complete and organize final documents.
- Lead contract and contract amendment reviews, to include grants, to ensure all CCRC stakeholders are involved in reviews and are signed in accordance with CCRC signatory authority.
- Create a periodic review schedule to monitor program or contract compliance such as milestones, deliverables, etc. Coordinate with Internal Audit and program area quality management staff.

Centralized Policy Administration (15%)

- Develop and implement processes and procedures for centralized, CCRC-wide policy administration.
- Create and maintain standardized policy templates for all CCRC policies that comply with CCRC branding.
- Assist all CCRC functions with creating new policies with guidance on template use.
- Establish and oversee procedures for recurring (i.e., annual) policy reviews by policy owners.
- Coordinate policy review changes with required signatories (i.e., executive team, board membership, etc.) prior to release of updated policies.

Insurance Program Administration (15%)

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- Lead insurance coordination activities for CCRC insurance policy renewals, insurance changes, and coordinate with applicable functional leadership for business details.
- Act as primary insurance broker coordinator. Plan/schedule annual renewal with Insurance committee. Ensure annual renewals are tracked to meet timely updates and review of quotes for renewals.
- Manage the vendor insurance program. Provide regular coordination with functional areas and Finance Purchasing ensuring vendors provide proof of insurance prior to purchasing actions.
- Oversee recurring internal Insurance Committee meetings to review current coverages, new recommended coverages, and review special insurance waivers.

Other Recurring Business Administration Functions (15%)

The following crucial functions may be assigned where the incumbent will be lead or backup for such programs.

Business Continuity / Disaster Recovery (BCDR) Administration

- Ensure implementation and regularly update CCRC BCDR program activities. Ensure business continuity plans are completed and reviewed annually (minimum) by all functional areas.
- Initiate, plan, and execute recurring BCDR exercises at least quarterly. Oversee post-exercise review and ensure processes are updated after exercise completion.
- Ensure BCDR training with leadership is completed annually and provide quarterly (minimum) reminders and training topics to CCRC leadership and staff.

Data Governance Committee (DGC) Coordination

- Manage scheduling and implementation recurring DGC meeting. Complete meeting notes with action items and follow-up with assigned action item owners to complete tasks.
- Establish processes for pre-meeting agenda and coordinate with non-committee members to attend meeting, provide presentations, etc. depending on agenda topics.

Data Security Incident (DSI) Coordination

- Document and oversee efficient data security incident reporting and investigations.
- Coordinate with CPCO, CAO, and CCRC leadership on DSI reporting, and ensure all follow-up actions are completed.
- Coordinate external legal reviews and state/federal reporting, when incident is determined to be a data breach. Provide CCRC executive team with updates on status of investigation.

Conflict of Interest (COI) Program Coordination

- Develop and manage CCRC's COI program. Ensure annual COI disclosures are completed by all new staff and annually for all others. Establish automated procedures for disclosure mitigation actions, follow-up, and completion reporting for CCRC leadership.
- Coordinate with People & Culture, Finance, Internal Audit, and program areas at least annually to review and update COI disclosure questions to ensure CCRC policy and funder requirements are met for annual disclosure reporting.

Interdepartmental Collaboration (20%)

- Facilitate communication between all CCRC Divisions/Departments as needed
- Establish and maintain regular coordination with Division leadership to ensure all responsible programs are efficient and meeting business needs.
- Establish and lead recurring training and education program to ensure leadership and staff are aware of and have access to require contract, insurance, policy, and other responsible administrative data.
- Meet regularly with Grants Management (Finance) and Program Division leadership to review and confirm accuracy of grant/contract terms, financials, etc.

- Define required action items, leading and/or facilitating client/partner/vendor meetings toward the resolution of contract issues and/or disputes.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Participate in and make presentations to staff, executive team, committees, and other groups as needed.
- Maintain confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
- Maintain technological security in accordance with Agency policy and legal requirements.
- Attend appropriate trainings, meetings, and seek out developmental opportunities.
- Maintains awareness of current trends in contract management with a focus on compliance, risk mitigation, and project management.
- Other duties as assigned.

Job Specifications

Minimum Required

- **Education:**
 - **Bachelor's Degree in Business Administration, Technology, or related field, or equivalent experience.**
- **Experience:**
 - **Experience: 5+ years of direct report supervisory experience to include 3+ years of similar experience in at least three of the following areas as listed within the Essential Duties and Responsibilities section: Centralized Contract Administration, Centralized Policy Administration, Insurance Program Administration, Business Continuity / Disaster Recovery (BCDR) Administration, Data Governance Committee (DGC) Coordination, Data Security Incident (DSI) Coordination, or Conflict of Interest (COI) Program Coordination.**
 - **Proven experience of developing a high-performing team, strong client and customer-focused relationships at all levels of an organization and identifying risk and opportunities in the various interrelated and overlapping processes.**
- **Behavioral:**
 - Proven leadership skillset and flexibility to changing business requirements with superb attention to detail
 - Current working knowledge of Federal, State and local government contracting and grant management principles. Strong understanding and application of applicable laws and regulations governing local, state, and federal requirements.
 - Ability to perform complex conceptual analysis. Strong interpersonal, organizational, and efficiency skills. Exercise independent judgment to identify and resolve problems in a timely manner. Ability to gather and analyze information skillfully.
 - Demonstrated experience in effectively consulting with legal counsel to obtain legal reviews of contracts, security investigations, etc.
 - Expertise in using Microsoft Office applications including Excel, Word, and Outlook, as well as other management systems applicable for centralized contracts/policy/insurance management.

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- Effective communication, working collaboratively with multiple stakeholders at all levels of an organization. Ability to review business documentation ensuring proper use English and readable to multiple levels enforcing efficient understanding and productive adult learning.
 - Cooperative work, effective organization skills, and customer service skills; collaborative team work, accurate work product, strong problem solving skills, effective critical thinking.
 - Ability to read, interpret, and understand basic contractual legalese is required.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence to technological security in accordance with Agency policy and legal requirements.
 - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
- **Travel:** Some travel/business related driving required; This position requires travel. Staff may choose any mode of transportation (driving, walking, bicycling, carpooling, etc.) to arrive to and depart from the location where attendance is required. Should a staff member choose to drive, the staff member must become an approved driver with CCRC prior to driving on behalf of CCRC. Approved drivers driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License and receiving DMV clearance.
 - **Work Schedule:** Hybrid, typically 2-3 days per week (minimum) in office to meet business coordination and project requirements, or as directed by Division leadership.
 - **Work environment:** Office work environment; ambient temperature, moderate noise level, indoors. When working remote, must provide professional office-like environment without distraction and in compliance with CCRC Flexible Work Policy requirements.
 - **Background & Health Clearance Requirements:** *Background requirements determined according to the requirements of the program(s) which the Project Manager will be supporting.*
 - **Background check required.** As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
 - **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
 - **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with "at risk" populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
 - **MVR / DMV clearance** in accordance with CCRC's liability insurance provisions: For positions where driving is required.
 - **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
 - **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
 - **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)

Preferred

All minimum requirements above met, plus:

- **Education: Master's Degree (Business Administration, Technology, or similar) preferred**
- **Professional/Technical Certifications:** Project Management Professional (PMP) certification, Lean Six Sigma Certification is a plus, but not required.

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	☐	☒	☐	☐	☐
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	☒	☐	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☒	☐	☐	☐	☐
Driving: A car, truck, forklift or other types of moving equipment.	☐	☒	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☐	☒	☐	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☐	☐	☒	☐
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☒	☐	☐	☐	☐
Lifting (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☐	☒	☐	☐	☐
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☒	☐	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☒	☐	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☒	☐
Sitting: Particularly for long periods of time.	☐	☐	☐	☒	☐
Standing: Standing or staying on feet for sustained periods of time.	☐	☐	☒	☐	☐

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Physical Activity

Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☒	☐	☐	☐	☐
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☐	☒	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	☒
Walking: Moving about on feet to accomplish tasks.	☐	☐	☒	☐	☐

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

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