

## **Call for Applications: Office Administrator**

**About Community Science Institute:** Community Science Institute is a 501(c)3 nonprofit organization and NYSDOH ELAP-certified water testing lab. Our mission is to inspire and empower communities to safeguard water resources by cultivating scientific literacy through volunteer water quality monitoring, certified laboratory analyses, and education. CSI recruits, trains, and coordinates volunteers to participate in our water quality monitoring programs: Synoptic Stream and Lake Monitoring, Biomonitoring, and Harmful Algal Bloom Monitoring. In partnership with these volunteers, we build long-term datasets of regulatory quality data that can help guide the sustainable management of local water resources. These data are available to the public on our online water quality database: [www.database.communityscience.org](http://www.database.communityscience.org). Alone, these data speak volumes, but we help give them a voice through our outreach and education initiatives including our Water and Community events, Water Bulletin Newsletter, summer Journey of Water youth education series, Biomonitoring Open Lab nights, and Monthly Updates. In addition, CSI offers fee-based, certified drinking water testing services and counts the Tompkins County Health Department and Cornell University as well as dozens of businesses and hundreds of private homeowners among our clients. Through our fee-for-service program, we offer affordable water tests to the public while also providing our clients with the information they need to make informed decisions about their drinking water resources.

### **Summary:**

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|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>Position:</u></b>    | Office Administrator                                                                                                                                                                                       |
| <b><u>Supervisor:</u></b>  | Executive Director (primary supervisor; administrative, scheduling, and personnel matters) and Laboratory Director (functional direction over ELAP laboratory-related duties). See Responsibilities below. |
| <b><u>Supervises:</u></b>  | None; potential to supervise interns based on interest                                                                                                                                                     |
| <b><u>FLSA Status:</u></b> | Non-Exempt; Part-Time or Full-Time (30–40 hours/week)                                                                                                                                                      |

The Office Administrator will play a vital role in supporting the smooth day-to-day operations of Community Science Institute. They will be responsible for a variety of administrative and laboratory-support tasks including providing excellent customer service, ensuring the efficient functioning of our office, supporting the certified testing laboratory, and advancing CSI's outreach and programming goals.

### **Responsibilities:**

The Office Administrator's responsibilities shall include, but not be limited to, the following. *Administrative and office duties are performed under the supervision of the Executive Director; ELAP laboratory-related duties are performed under the supervision of the Laboratory Director.*

### **Administrative & Office Responsibilities (reports to the Executive Director):**

- Provide customer service to CSI's diverse clientele: answer phone calls, voicemail messages, and client emails regarding water testing services, pricing, scheduling, and general inquiries; welcome clients and visitors; and forward requests to the appropriate staff member as needed.

- Assist clients in selecting appropriate water testing services based on their needs, educate clients about water quality issues, and provide guidance on proper sampling procedures.
- Process client payments, issue receipts, and organize payment records.
- Prepare and send invoices to clients.
- Assist the Executive Director with finance-related tasks: update the financial tracking system (including debit card transactions and payment invoices), prepare bank deposit forms, record transactions, and file invoices.
- Follow up with clients regarding reports, invoices, payments, or missing information.
- Record the information of customers who apply for the Water Analysis Assistance Program.
- Manage and order office supplies; keep the reception and office areas clean, organized, and professional; and organize and archive completed reports and documentation.
- Maintain accurate electronic and paper records.
- Opportunity, based on candidate interest and skills, to take a leading or supporting role in developing, producing, and publishing educational content about drinking water.
- Provide support to volunteer monitoring program coordinators through occasional volunteer coordination, field work, sample acceptance, and preparation of sampling materials.
- Prepare project status updates and monthly operational reports (e.g., activity and program summaries).

#### Laboratory & ELAP-Related Responsibilities (reports to the Laboratory Director):

- Provide sample bottles, Chain of Custody (COC) forms, and other required materials to clients.
- Receive water samples and log them into CSI's state-certified laboratory records system; assign unique sample identification codes and verify sample receipt information.
- Check samples at intake, confirming that:
  - o The sample meets testing requirements (e.g., bacteria samples must be filled to the neck of the bottle);
  - o The correct sample bottle was used; and
  - o The Chain of Custody form is complete and includes all required client information.
- Maintain accurate sample tracking records and spreadsheets, including collection date(s) and required testing deadlines, to ensure timely processing and complete sample traceability.
- Ensure samples are placed into the appropriate storage conditions immediately upon transfer to the laboratory.
- Assist with checking water samples for the presence of residual chlorine.
- Coordinate with subcontract lab(s) to understand subcontract testing requirements (sample bottle type and size, hold time, preservatives, etc.), prepare COC forms and samples for pickup, and follow up on sample status and results.
- Maintain stock of sampling kits and lab supplies, restock sample bottles and testing kits, and arrange courier and shipping services as needed.
- Prepare certified water test reports and send them to clients.
- Assist with washing sample bottles and laboratory glassware.

#### Requirements:

- Associate's degree required, or an equivalent combination of education and relevant work experience; coursework in chemistry, environmental science, or a related discipline preferred.
- 1-2 years of business or administrative experience

- Excellent time management, organization, attention to detail, and problem-solving skills
- Ability to work in a small team setting and communicate with diverse individuals
- Proficiency in Microsoft 365, including Word, Excel, Outlook, and SharePoint
- Enthusiasm for CSI's mission
- Enhancing Qualifications:
  - o Additional education or administrative work experience
  - o Familiarity with local watersheds
  - o Experience with state-certified (ELAP) water testing, sample intake, or laboratory support
  - o WordPress

#### **Working Conditions:**

- Combined office and certified-laboratory environment
- Must be able to sit for extended periods of time and to stand, move about the lab, and handle water samples as needed
- Occasional light lifting (e.g., sample containers and supplies)
- Seasonally fast-paced work environment

#### **Hours, compensation, and benefits:**

- Available as either 30 hours/week (part-time) with opportunity for semi-flexible scheduling, or 40 hours/week (full-time) with additional benefits
- \$18.50-\$21.00/hour wage, depending on qualifications
- Thirteen paid holidays, plus one floating holiday for full-time employees; part-time employees receive holiday pay for holidays falling on their regularly scheduled workdays
- Paid health time (sick leave) for both part-time and full-time employees
- Paid vacation/personal time for both part-time and full-time employees (accrual/award based on employment status and length of service)
- Simple pension plan with CSI contribution, available to all employees, overseen by Beginnings Investment Solutions
- Full-time employees are eligible for employer-sponsored health insurance

**Application:** Please email your resume and cover letter outlining why you are well-suited for and interested in this position to CSI's Laboratory Director, Noah Mark, at [info@communityscience.org](mailto:info@communityscience.org) with "Office Administrator" in the subject line. **Please note that both a resume and a cover letter are required for an application to be considered.**

**Applications reviewed on a rolling basis; for full consideration, apply by Monday, Aug. 3.** The job will remain posted until the position has been filled.

**Inclusion statement:** CSI is an equal opportunity employer. We encourage qualified applicants from historically underrepresented groups in the sciences to apply. We will fully consider all qualified applicants without regard to race, culture, ethnicity, national origin, gender, gender identity or expression, sexual orientation, disability, age, religion, lifestyle, marital status, or veteran status.