Job Title: Administrative Specialist
Department: All
Location: Rockville, MD (in-person with some remote tasks)
Employment Status: Full-Time
FLSA Status: Exempt
Salary Range: $38,000 - $44,000 / year
Reports To: Chief Operating Officer (COO)

Administrative Specialist

TransCen, Inc. is a nationally recognized nonprofit organization dedicated to improving the lives of people with disabilities through meaningful work and community participation. For four decades, we have partnered with individuals, families, employers, schools, and workforce systems to create pathways to employment, independence, and fulfillment. Our physical offices are in Rockville, MD and Wauwatosa, WI.

We are seeking an Administrative Specialist to support Rockville office operations, including the Mid-Atlantic Americans with Disabilities Act (ADA) Center. The person hired for this position will support activities across TransCen's portfolio while working closely with the COO to develop, document, and continuously improve workflows and procedures. They will be thoughtful communicators who can coordinate with confidence, work efficiently, use sound judgment, and recommend practical solutions when there are opportunities for improvement.

Funding for this position comes from multiple sources, including a three-year award (through August 2029) from the Administration on Community Living, U.S. Department of Health and Human Services. Hiring is contingent upon receiving continued funding.

Core Job Functions

Office Management (25%)

- Serve as the initial point of contact for the Rockville office; assist visitors and ensure a welcoming, accessible, and professional office environment.
- Display excellent customer service by answering and screening incoming phone calls, responding to routine inquiries, and promptly routing others.
- Monitor office and program supplies; coordinate purchases, deliveries, inventory, and research cost-effective suppliers as needed.
- Work with building management and vendors to maintain office equipment, technology, and facilities; track service requests through resolution.
- Maintain shared files, calendars, contact lists, and administrative records.
- Receive, sort and route incoming mail; log incoming checks and provide documentation to accounting.

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Intake and Documentation (25%)

- Respond to incoming phone and email technical assistance requests, using professional judgment and foundational ADA knowledge (training provided) to confirm the nature of each request and ask appropriate clarifying questions.
- Document and route technical assistance and training requests in accordance with established processes, timelines, and confidentiality requirements.
- Monitor shared email accounts and promptly respond to/forward inquiries.
- Maintain accurate request records and support follow-up activities, quality checks, and required reporting.

Finance, Contract, and Vendor Support (20%)

- Support documentation, approval routing, and payment of vendor invoices, including sub-awardee and consultant invoices, in coordination with the Contracts and Grants Manager and accounting.
- Assist with program billing and invoicing for direct service programs using established software (e.g., QuickBooks Online, BILL) and required funder portals.
- Compile supporting documentation, verify that records are complete, monitor submission status, and follow up on outstanding billing or invoice information.
- Maintain organized financial and contract-related records in accordance with established procedures, confidentiality, and document retention requirements.

Meetings and Events (15%)

- Coordinate logistics for staff and Board meetings, including scheduling, agendas and materials, physical space setup, virtual participation, and minutes.
- Support the Contracts and Events Manager with webinar and conference logistics, including registration support, communications, virtual platform coordination, materials, records, and day-of-event assistance.
- Produce and distribute training certificates and related records as needed.
- Support the Outreach Specialist in preparing, organizing, and shipping educational materials for in-person events and tracking dissemination.

Program Support and Evaluation (15%)

- Access, clean, and share information about training recipients, attendance, training delivery, and other required program data.
- Compile and organize activity evaluation data for staff review and discussion.
- Assist employment services leads with records management, authorizations, customer satisfaction activities, and reporting as needed.
- Support accurate data entry and reporting in organizational databases, shared systems, and funder portals as assigned.

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Required Knowledge, Skills, and Abilities

- Two or more years of administrative, operations, program support, event coordination, billing or related experience.
- Excellent customer service and interpersonal skills, including communicating with people from varied backgrounds and with different access needs.
- Thorough, respectful verbal and written communication.
- Experience with invoicing, recordkeeping, customer service, and coordinating multiple workstreams and deadlines.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Sound judgment and problem solving, including knowing when and how to coordinate with colleagues at different levels of leadership.
- Working familiarity with business systems, such as:
    - Microsoft Office suite (specifically Word, Excel, and PowerPoint)
    - Google Workspace programs, including Drive for document management
    - QuickBooks Online, BILL, or similar cloud-based accounting software
    - Virtual meeting and webinar platforms (e.g., Zoom)
    - Adobe Acrobat for document formatting and production

Preferred Knowledge, Skills, and Abilities

- Associate degree in business administration, nonprofit management, communications, office administration, or a related field.
- Experience in a nonprofit, grant-funded, disability-focused, training, or human service setting.
- Experience operating a multi-line phone system, call center, or similar environment.
- Experience supporting virtual and in-person gatherings.
- Ability to apply foundational ADA knowledge (we will train on this).
- Working knowledge of document and communication accessibility standards.

What You Can Expect

- An accessible office location that is 0.3 miles from a Metro rail station (red line) and on multiple bus routes, with ample garage parking if you choose to drive.
- Training on the ADA and other information needed to succeed in the role.
- Supportive supervision and professional development opportunities.
- The opportunity to gain exposure and contribute across TransCen's portfolio of programs and projects.
- A generous benefits package that includes:
    - Medical, dental, and vision insurance;
    - Retirement contribution;
    - Group life insurance;
    - Paid time off (PTO); and
    - Paid holidays.

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Physical requirements

- Occasional lifting, carrying, and arranging of supplies or event materials weighing up to 25 pounds, with or without accommodation.
- Occasional local travel, including during evening hours, to support meetings or community events.

Ready to apply? Please send a cover letter and resume to hr@transcen.org. The application deadline is XX. Our hiring process includes an initial phone screening, a panel interview with the hiring manager and other relevant staff, and a final character interview with either the President or Vice President. A background check will be required upon acceptance of a written offer.

TransCen, Inc. is an equal opportunity employer committed to creating an inclusive workplace and advancing employment opportunities for individuals with disabilities. TransCen does not discriminate based on disability or any other status protected by applicable law.

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