



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Office Operations & Accounts Payable Specialist

Department:	Operations	Date Prepared:	June 26, 2026
FSLA Status:	Full-Time, Exempt	Reports to:	Chief Operating Officer

Summary of Position

This position serves as the operational hub of the Foster & Adoptive Care Coalition. The Office Operations & Accounts Payable Specialist is responsible for providing exceptional reception and customer service, coordinating day-to-day office operations, managing facility vendors, maintaining office readiness, supporting safety preparedness, and providing transactional bookkeeping support. The position is stationed at the front desk full-time while dedicating approximately 16 hours each week to finance support functions. The position does not process payroll, access confidential employee compensation information, or approve financial transactions.

Essential Functions & Responsibilities

Reception & Customer Experience

- Serve as the first point of contact for visitors, families, partners, donors, volunteers and vendors.
- Answer and route calls; greet and assist in a welcoming manner.
- Manage visitor sign-ins.
- Maintain an attractive reception area and waiting spaces.
- Coordinate mail, shipping, deliveries and courier services.

Office Operations

- Coordinate conference room calendars and partner meetings.
- Reset conference rooms and focus rooms daily and after meetings.
- Maintain office forms, signage and common areas.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



- Maintain office supply, breakroom and operational inventory.

Building & Vendor Coordination

- Serve as liaison with building management.
- Coordinate snow removal, janitorial services, landscaping, maintenance, HVAC, repairs and vendor access.
- Monitor building readiness and report facility concerns to the appropriate personnel.

Finance Support (Approx. 16 hours/week)

- Enter Accounts Payable invoices into Bill.com.
- Manage vendor records, invoice coding and document retention.
- Support Accounts Receivable including customer maintenance and recurring contract invoices.
- Enter and code corporate credit card transactions using naming conventions.
- Review reimbursement requests for receipts, coding, notes and budget approvals.
- Co-manage Bill.com workflows for A/P, A/R and reimbursements.
- Does not process payroll, access payroll records, reconcile bank accounts or approve expenditures.

Safety & Emergency Preparedness

- Schedule and coordinate fire drills and tornado drills.
- Maintain evacuation maps, emergency postings and safety supplies are on hand.

Agency Accountability

- Completes daily activity log.
- Maintains an up-to-date Outlook calendar.
- Adheres to the Coalition's Shared Values, Employee Code of Conduct, and Employee Code of Ethics.

Department Specific/Non-Essential Functions

- Other duties as assigned, with or without accommodations.
- Supports the Coalition's mission – attends special events, training events, and other "all hands-on deck" activities.
- Answers and responds to phone calls, emails, and inquiries regarding the Coalition services while in the office. Completes ongoing education and training as approved by or assigned by supervisor. Supports other agency staff as necessary to meet agency goals.

Qualifications & Requirements

Education

- Associate degree preferred; equivalent experience considered.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



- 3-5 years of office administration, customer service, and bookkeeping experience preferred. .

Experience, Skills & Qualifications

- 3-5 years of office administration, customer service, and bookkeeping experience preferred.
- Excellent written communication skills.
- Strong customer service, organizational skills, confidentiality, and attention to detail.
- Ability to manage multiple projects simultaneously.
- Able to work independently as well as collaborate across all organization departments.
- Proficiency with Microsoft Office, including Outlook, PowerPoint, Word.
- Knowledge of Bill.com or other cloud-based financial operation platform

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics.

- Requires an understanding of diversity (racial, ethnic, religious, socio-economic, etc.) as well as sensitivity to the situations of the children and families the organization serves.
- Stresses a respect for the confidentiality of the children and families the organization serves.
- Requires a clean criminal history.
- Must fulfill the responsibility as a mandated reporter in the State of Missouri.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster and Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

Organizational Relationships/Scope

- This position is a member of the Operations Team and reports to the Chief Operating Officer. Collaborative consultation will be sought from all teams.

Working Conditions

- This is an in-office position entails work in the office as well as in the community.
- The physical requirements of this job include sitting, standing, walking, climbing stairs, lifting up to 25 lbs., pulling and/or pushing on occasion.
- Use of automobiles for local travel to multiple sites is required.
- The Coalition office is considered home-base with primary office hours Monday-Friday 8:30 AM – 4:30 PM CST. The hours for this position will be 8:00 AM to 4:30 PM with a 30-minute lunch.
- This position requires flexibility. Evening and weekend hours may be required to meet the expectations of this position.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



Agency Shared Values

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and their colleagues to the following values:

- We insist on fairness and respect. We are deliberate in ensuring everyone has safety, opportunity, access, and support to be heard.
- We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- We celebrate difference and harness its power. Every viewpoint is heard and honored. We are stronger because of our differences.
- We are intentional about knowing better and doing better, using innovation and solution-focus approaches with courageous passion and excellence.
- We respect, leverage, and engage everyone's unique strengths and talents so each individual can contribute to their full potential.
- We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- We develop and maintain authentic relationships by being flexible and open-minded and maximizing the strengths of everyone in the team to accomplish the best outcome for our children and families. Everyone contributes in leadership.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name:		Date:	
Employee Signature:			

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



Supervisor Name:		Date:	
Supervisor Signature:			

Chief Human Resources Officer Name:		Date:	
Chief Human Resources Officer Signature:			

Address
 1750 S Brentwood Blvd., Suite 210
 St. Louis, MO 63144

Phone / Fax
Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website
www.foster-adopt.org

