



Position: Administrative Coordinator

Supervisor: Executive Director

Job Summary: Full-time position responsible for coordinating customer and donor relations, volunteers, office management including facilities, and donor relations duties; directly supporting daily operations, fund development and program needs. Serves as the administrative assistant to the executive director.

Hours:

Full-time, Monday 8am-4:30pm

Exempt Salaried Position

Primarily works business hours during the week, but duties may require working some evenings and weekends.

Essential Duties:

OFFICE MANAGEMENT/ADMINISTRATIVE ASSISTANT:

Manages inventory of office supplies; purchases supplies and equipment when needed.

Serves as an Administrative Assistant to the Executive Director and performs general clerical duties for staff which may include but are not limited to copying, typing, filing, faxing, and mailing.

Responsible for assisting with all board of directors communications; board packets, letters, emails, etc.

Completes and maintains necessary documentation through established written and computer protocols.

Manages all IT needs and contracts.

DONOR RELATIONS:

Record and respond to all donations.

Leads annual giving fundraising in partnership with the Executive Director; Spring mailing, year-end appeal, etc.

Manages fundraising printing and mailings, including letters, statements, save the date and invites.

Manages daily donation processing in donor software and QuickBooks and prepares deposits.

COMMUNICATIONS:

Manages the website and supports the special events and communications coordinator with social media messaging throughout the year.

Manages the monthly newsletter process working with team members to collect information.

FACILITY MANAGEMENT:

Identifies, documents and communicates facility needs.

Facilitates contracts and volunteers to respond to facility needs and projects.

Maintains a clean, professional appearance of facility by following protocol for accepting and storing donations, keep storage areas organized, and complete other tasks as assigned.

Maintains the confidential nature of client and business information.

Knowledge, Skills, and Abilities:

Knowledge of computers (Microsoft Software), telephone systems and other office equipment.

Knowledge of the dynamics of domestic violence and fundraising.

Knowledge of community resources and ways in which they may be made available to clients and residents.

Knowledge of human development; strong understanding of attitudes, behaviors and development through the lifespan.

Ability to communicate effectively both orally and in writing. Position requires strong interpersonal and customer service skills.

Ability to establish and maintain cooperative, positive professional relationships with staff, visitors and residents.

Ability to plan and organize work and make effective use of time to meet deadlines.

Ability to manage multiple tasks with frequent interruptions.

Ability to operate personal computers and Microsoft Office applications, Google.

Ability to operate typical office equipment, such as telephones, copier, fax machine, etc.

Ability to work the required hours of the position.

Minimal Qualifications:

Must possess excellent people and organizational skills, be detail oriented, have knowledge of general office procedures and skilled with Microsoft Office applications and have the ability to learn additional computer programs.

Typical Physical and Mental Demands:

Requires sitting, standing, bending and reaching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer and standard office equipment. Requires hearing within normal range and vision correctable to 20/20 to read communications, reports, and computer terminals.

Must be able to analyze many variables and choose the most efficient and effective course of action.

Must be able to give, receive and analyze information, formulate plans, prepare written materials, and articulate goals and action plans.

Must be able to communicate and provide verbal feedback in a positive, professional manner.

Must be able to resolve problems, handle conflict, and make effective decisions independently.

Must handle novel and diverse work problems on a daily basis.

Must be flexible to support and complete other duties as assigned.

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this description.