



Administrative Assistant Job Description

Purpose:

This job description emphasizes the Administrative Assistant's duties in supporting the Operations Department.

Nature of Position:

Serves as assistant to the organization's operations director. Reports directly to the Operations Director and is responsible for the front entrance area of the building.

Relationship to Other Staff:

Reports to the Operations Director. Does not directly supervise other staff.

Position Duties:

Program Support (30%)

- Greets/welcomes members
- Enters attendance into database
- Enters new member data into database as needed
- Organizes, stocks, and cleans program spaces as needed, daily

Administrative (70%)

- Provides administrative support to the Director of Operations
- Answers phone and answers simple enquiries, or forwards call to appropriate staff
- Opens mail in presence of DO and signs mail log
- Coordinates donor database, including all gift entry, reconciliation to Quickbooks, collecting essential donor data, entering new donors, tracking event registration and attendance.
- Prepares donor thank you letters for DO approval and signature
- Obtains quotes on supplies as needed.
- Prepares supply order to online purchasing sites
- Prepares mailings (stuffing envelopes, labeling, stamping, etc.) and makes post office deliveries
- Greets and checks in all volunteers

- Receives in-kind gifts and completes in-kind form receipt with donor, making a copy for our records
- Greets all other guests and directs to appropriate contact.
- All other duties as assigned

Qualifications

- Ability to serve individuals of all backgrounds and demographics with empathy and dignity
- Excellent written and verbal communication skills
- Able to lift 20 lbs
- Strong organizational and time management skills
- Professional phone and email etiquette
- Discretion and confidentiality
- Willingness to step in to support in any area needed
- Flexibility and adaptability
- Reliable transportation
- Ability to be a positive role model

The Person Who Thrives in this Position:

- Enjoys engaging with members, families, volunteers, donors, and community partners from diverse backgrounds; provides warm, welcoming, professional service.
- Organized and detail-oriented; keeps front-of-house and records orderly while managing multiple priorities.
- Familiar with Microsoft Office (Outlook, Word, Excel, PowerPoint); eager to learn additional tools/databases as needed.
- Has a good sense of humor and can handle the unexpected.
- Self-starter who identifies tasks independently, follows through, and communicates clearly.