



HOPE Coalition Position Description

Position Title: Administrative Assistant

Responsible To: Executive Director

Work Hours: 40 hours per week

FLSA Status: Hourly/non-exempt

POSITION SUMMARY (PRIMARY OBJECTIVES OF POSITION):

The purpose of this position is to provide support to the day-to-day operations of HOPE Coalition. This includes duties that provide support to clients served and assists in the general organization and running of HOPE.

ESSENTIAL FUNCTIONS:

| <u>Weight</u> | <u>Function/Duty</u> |
|---------------|--|
| | List of major tasks, duties and responsibilities of the position, and the percentage of time spend on each |
| 45% | Client Support Services <ul style="list-style-type: none">• Answer and direct phone calls• Organize and schedule appointments• Greet and provide general support to agency visitors |
| 50% | Administrative Support <ul style="list-style-type: none">• Take and distribute detailed minutes for staff meetings• Input client data into data management system• Sort and distribute mail• Manage database of volunteers• Recruit and maintain communication with non-direct service volunteers• Review and appropriately distribute inquiries from social media and info email• Assist in preparation of regularly scheduled reports and communications• Order office supplies and research suppliers• Intake, document and organize in-kind donations |
| 5% | Other Duties <ul style="list-style-type: none">• Performs other duties and assumes additional responsibilities as assigned by Executive Director |

MINIMUM REQUIREMENTS:

- Associate's degree or High School Diploma plus four years of experience

KNOWLEDGE AND SKILL REQUIREMENTS:

- Ability to support goals described in the mission, vision statements & strategic planning of HOPE Coalition
- Demonstrate ability to work with diverse populations
- Proficient utilizing Microsoft Office and web based programs
- High degree of multi-tasking and time management capability
- Excellent interpersonal, verbal and written communication skills
- Ability to work well in a collaborative team environment with both internal and external partners
- Ability to work independently
- Ability to work in a crisis oriented organization
- Ability to prioritize
- Understandings of confidentiality practices

PREFERRED REQUIREMENTS:

- Prior experience with non-profit organization

MINIMAL PHYSICAL REQUIREMENTS:

- Ability to lift, carry, push and/or pull up to 50 lbs.
- Ability to file documents
- Ability to enter data into a computer

OTHER REQUIREMENTS:

- Ability to pass background check
- Valid driver's license
- Maintain regularly scheduled office hours
- Willing to travel between program sites
- Keep appropriate records (work logs, timesheets, mileage, expenses, etc.)
- Understand and comply with agency policies
- Report regularly to Executive Director
- Attend domestic violence, child abuse, sexual assault, and homelessness related trainings
- Attend trainings related to position

This position description will be reviewed periodically and adjusted according to organization need.

HOPE Coalition is an Equal Opportunity / Affirmative Action Employer and will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

I understand the requirements, essential functions and duties of the position.

Printed Name

Employee Signature

Date