



# Providence House, Inc.

## Position Description

### ADMINISTRATIVE ASSISTANT

#### Providence House Mission Statement

Providence House fights to end child abuse and neglect by protecting at-risk children, empowering families in crisis, and building safer communities for every child

**Reports to:** Executive Project Manager and External Relations Manager

**Major Functions:** Performs a wide variety of administrative and office support duties to Front Office, Business Office, and Development Department

<b>Administrative Support</b>
<ul style="list-style-type: none"> <li>▪ Open and close office</li> <li>▪ Answer incoming phone calls and route callers to appropriate personnel.</li> <li>▪ Answer door, greet visitors and direct to appropriate areas, and document donations received.</li> <li>▪ Receive and coordinate deliveries of packages, mail, etc. and distribute internally.</li> <li>▪ Set up for meetings, board committee meetings, give donor tours, etc. as needed or directed.</li> <li>▪ Responsible for Master Calendar and meetings coordination for CEO as directed and tracking RSVPs, meeting room assignments.</li> <li>▪ Filing and general record keeping for various office areas; copy and collate material for meetings, agency departments, training, mailings and special events.</li> <li>▪ Support general office requirements including organizing business equipment areas, track and maintain inventory of office and development supplies, materials, food and beverages for staff and meetings.</li> <li>▪ Coordinate and assist with set up for onsite meetings or tours including room equipment, beverages and food orders, and meeting materials or handouts.</li> <li>▪ Provide support to CEO, Executive Project Manager and External Relations Manager.</li> <li>▪ Undertake other projects as requested.</li> <li>▪ Strive to be culturally competent and supportive of diversity in both service to clients and through professional interactions with donors and guests.</li> </ul>
<b>Business Operations Support</b>
<ul style="list-style-type: none"> <li>▪ Scheduling and performing background checks as necessary (back-up to Human Resources Manager)</li> <li>▪ Assist Director of Finance in processing POs, expense requests, vendor invoicing, check processing, and other duties as assigned.</li> <li>▪ Responsible for the management of Amazon and OfficeMax business accounts including placing and managing orders.</li> <li>▪ Responsible for gift card database: Enter new donations, distribute gift cards and complete appropriate paperwork, enter gift card balances, and run reports monthly.</li> </ul>
<b>Board of Trustees &amp; Committees</b>
<ul style="list-style-type: none"> <li>▪ Board meeting scheduling, preparation, reports and minutes.</li> </ul>
<b>External Relations Support</b>
<ul style="list-style-type: none"> <li>▪ Assist in the counting, coding and processing of received donations</li> <li>▪ Record all donor gifts in Raiser's Edge donor database and other tracking systems</li> <li>▪ Manage the timely preparation and release of correspondence to acknowledge gifts received</li> <li>▪ Maintain the donor database with accurate and current information for donors, prospects, foundations, media, etc.</li> <li>▪ Manage the timely and accurate filing of all hard copy and electronic donor gift materials such as batch reports, donor correspondence, grant agreements or requests, etc.</li> <li>▪ Coordinate the scheduling of donor tours, Done in a Day projects, speaking engagements, funder visits, etc. as assigned</li> <li>▪ Deliver timely response through print, telephone or e-mail communication to donors and partners of Providence House including volunteer and tour thank you letters, general gift acknowledgements, "kids card" notes and other communications as assigned</li> <li>▪ Work with team to schedule and prepare materials for any on- and off-site meetings or engagements</li> <li>▪ Attend and assist with the organization and execution of Providence House special events including Annual Luncheon, winter Benefit Auction, and other speaking engagements or fundraising events as assigned</li> </ul>

**Qualifications:**

- Associates degree or higher preferred
- One year experience in an administrative support position preferred
- Bookkeeping experience preferred
- Computer proficiency in MS office suites and database software programs
- Excellent communication skills
- Strong multi-tasking, time management and organizational skills
- Excellent proofreading and data entry skills
- Must be available for some weekend and evening work/modified hourly schedule based on agency activities
- Meet 40 lbs. lift requirement
- Ability to think creatively and work confidentially
- Flexibility in adjusting to agency needs
- Positive team-oriented attitude