

United Way of Northeast Florida

Position Description

# Position Title: Administrative Assistant

**Department: Volunteer and Community Engagement**

**Reports to: Vice President, Volunteer and Community Engagement**

**Reviewed: October 2019 FLSA Status: Non-Exempt**

***Vision and Mission*:**

At United Way of Northeast Florida, we envision a community of opportunity where everyone has hope and can reach their full potential. Our mission is to solve our community’s toughest challenges by connecting people, resources and ideas**.**

Diversity, Equity and Inclusion is not only valued and demonstrated in our hiring practices, it is a fundamental part of our mission throughout our organization and the communities we serve.

## *Purpose of Position*:

This position manages administrative needs for the Volunteer and Community Engagement team, including database management and reporting, tracking and reporting volunteer management and CRM database, and assist with campaign logistics.

***Key Responsibilities and Essential Functions***:

**Database Management and Reporting:**

* Support Volunteer and Community Engagement in the management of volunteer management software, including entering volunteer data, pulling reports, answering volunteer questions, etc.
* Compile ongoing dashboard and reports of Volunteer and Community Engagement activity. Review reports for accuracy and completion working to resolve any questions or errors.
* Submit new volunteer information using internal process for data integration. Ensure the accuracy of shared information, correspondence, internal databases, and disseminated materials for all supported programs.
* Provide administrative support in preparing for data-oriented projects such as board or Council meetings, etc.

**Project Support:**

* Support Vice President in daily activities-- managing calendar, recording and delivering accurate messages, responding to volunteers and corporate partners and other basic administrative functions
* Track the Volunteer & Community Engagement budget, including the preparation of all check requests, processing invoices for Vice President’s review monthly
* Send meeting notices, assist with calendar, manage RSVPs, prepare room and final materials, take/transcribe minutes in a timely manner, organize and prepare refreshments, provide day-of support, etc. Assist with correspondence to volunteers and Volunteer and Community Engagement Council members, and other duties as necessary
* Draft and proofread emails, letters, word documents, excel spreadsheets, and PowerPoints
* Prepare materials as needed for appointments, meetings and business travel
* Maintain office supplies inventory by checking stock to determine inventory level, anticipating needed supplies, evaluating new office products, placing and expediting orders for supplies, and verifying receipt of supplies
* Serve as a representative of the organization by developing and maintaining positive relations with all staff, departments, agency representatives, and volunteers and donors. Serve in a highly collaborative and supportive role to accomplish key projects through teamwork
* Provide coverage for the Front Desk as needed

**Operational Support:**

* Facilitate program logistics for community engagement activities such as the poverty simulation, including organizing supplies and materials in the simulation kit, and the Holiday Gift and Food Drives including responding to calls and emails to match sponsors with families
* Occasionally support volunteer activities or VCE signature events as a day-of project lead
* Assist in monitoring volunteer program timelines and budgets
* Ensure volunteers are acknowledged and thanked in a timely manner, according to the department process
* Maintain computer and filing systems

***Experience/Position Requirements*:**

* Undergraduate degree preferred or 3 years’ clerical support experience in a fast-paced environment
* Excellent communication skills, both oral and written
* Attention to detail
* Demonstrated organizational and time management skills/abilities (i.e., having to establish, manage and meet deadlines)
* Advanced skills in Microsoft Office, i.e., Outlook, Word, Excel and Power Point
* Database management and input
* Must be able to solve problems quickly and effectively
* Ability to work independently, selecting and applying appropriate reference tools/materials to complete the project/task
* Strong customer service skills; ability to establish excellent rapport with co-workers, general public, volunteers and donors
* Curiosity, desire to learn and passionate about building a stronger community
* Ability to embrace change and create process and order in the midst of it
* Maintain donor relations

***Professional Core Competencies Required***:

* Mission Focused: Creates real social change that leads to better lives and healthier communities. This drives performance and professional motivations.
* Relationship Oriented: Places people before process and is astute in cultivating and managing relationships toward a common goal.
* Collaborator (Includes teamwork and communication): Understands the roles and contributions of all sectors of the community and can mobilize resources (financial & human) through meaningful engagement. Strong supporter of a team environment.
* Results Driven: Dedicates efforts to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
* Brand Steward: Understands role in growing and protecting the reputation and results of the greater network.

***General Physical Requirements for Essential Functions of the Job:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit, talk, and/or hear. Continual use of the hands with wrist and finger movement using a keyboard is required*.* Specific vision abilities required by this job include long hours viewing a computer monitor screen. The employee may occasionally travel using personal vehicle and/or work outside normal office environment.

*This description is not designed to contain a comprehensive inventory of all responsibilities and qualifications required of all team members assigned to this position. It is intended only to describe the key elements relative to each section. Also, duties and/or requirements of this position may be modified, added or deleted at any time. This supersedes all descriptions previously written for the same position. Unique equivalent skills and experience may possibly substitute for required position requirements.*

*United Way of Northeast Florida is an Equal Opportunity Employer and a Drug Free Work Environment.*