



## Office Administrator

<b>Title:</b>	<b>Office Administrator</b>
<b>Reports to:</b>	<b>CFO</b>
<b>Classification</b>	<b>Regular Full-time, Non-Exempt</b>
<b>Last Revised:</b>	<b>May 2021</b>

### JOB DESCRIPTION

#### **Summary/Objective:**

Coordinating administrative duties for all staff in order to create and maintain a premier office environment. Maintaining office cleanliness and organization to accommodate changing business needs while meeting high expectations. Supporting all departments as needed, particularly Executive team through intentional and proactive executive assistance and office administration.

#### **Essential Functions:**

##### Office Management

- Walks the office regularly; Organizes office space to ensure neat and tidy presentation of all areas, especially multi-use workroom, mail room, and all closets and storage spaces
- Maintains high standard of cleanliness in the office, including but not limited to dusting offices and conference rooms, straightening chairs, breaking down boxes
- Manages kitchen space by loading and unloading dishwasher, maintaining coffee machines, wiping tables and countertops, restocking water bottles, restocking paper towels, cleaning microwave, and cleaning out fridges
- Manages badge access, locks, keys, and codes for office safety and security, while ensuring ease of access to staff
- Checks inventory regularly and orders all office supplies; Manages positive relationships with multiple vendors
- Manages administrative purchases; Partners with accounting/finance on budget reporting
- Communicates with all staff as needed on administrative updates and reminders
- Serves on safety committee, partnering in training and ensuring compliance
- Manages Amazon account, including appreciation process for HOPE Kit gift-in-kind donations through Amazon Wishlist

##### Executive Assistance

- Provides executive support and clerical duties as needed (data entry, filing, label making, general expense management, special requests, etc.)
- Prepares and distributes documents, reports, presentations, and other materials as requested
- Documents meeting minutes as assigned
- Fulfills requests through errands off-site as relevant to business needs when online purchasing is not relevant or available
- Coordinates travel arrangements, logistics, and itineraries
- Performs personal assistant duties for CEO

### Reception/Gatekeeper

- Welcomes guests into office with smile and friendly demeanor
- Responds and directs all external communications and inquiries that come to the front desk (virtually and physically), including visitors, phone calls, emails to the general information inbox, etc.; Acts as gatekeeper to direct all communications to the appropriate individuals
- Acts as liaison with building lessor (Dukes Bridges), providing a high level of communication on matters such as work orders and maintenance requests, parking passes, building events, emergencies, etc.
- Supports facility needs, such as internal plumbing, appliances, air conditioning units, server rooms, locks and security, and other
- Receives orders and shipments
- Collects and sorts mail daily, delivering internally as needed
- Supports technology hardware inventory management; Assists with server room organization
- Assists with RingCentral meeting/phone platform, including managing phone tree auto-attendant

### Events

- Manages the company-shared Travel/Events Calendar in Microsoft Outlook
- Plans and executes internal events, including sending out communications and calendar invites, ordering food, planning agenda, shopping, arranging space including possibly moving tables and chairs
- Sets up for external meetings as requested
- Serves on the events committee to support external event planning

### **Competencies Required:**

Communication	Skilled at communicating up, down, sideways, all around...expresses oneself clearly with written, oral, and interpersonal communication.
Problem Solving	Uses logic, with the end result in mind, to tackle a problem swiftly and come up with a plan to solve it.
Initiative	Identifies what needs to be done before being asked or before the situation requires it.
Results Oriented	Sets challenging goals, understands what resources need to be involved to achieve results, and meets or exceeds goals.
Team Player	Offers support for others' ideas and proposals; seeks opportunities to serve and jump in when needed; gives honest and constructive feedback.
Job Skill	Demonstrates depth of knowledge and skill in a technical area related to their job.
Developing Others	Delegates responsibility and works with others; coaches them to develop their technical skills or competencies.
Fosters Teamwork	Works cooperatively with others on a team; as a team leader, the ability to demonstrate success in getting people to collaborate together.
Decisiveness	Makes difficult decisions swiftly and considers impact of the decisions to the business and the employee(s).
Empowers Others	Exudes confidence in employees' ability to be successful, gives employees' freedom to decide how they will accomplish their goals and resolve issues.
Customer Orientation	Demonstrates concern for satisfying one's external and/or internal customers; service-oriented and exhibits servant leadership.

**Qualifications:**

- Team player, willing to help and support other employees and departments, engage in staff events, and demonstrate company values
- Minimum 2 years of administrative experience; Some executive assistance experience preferred
- Proficient in Microsoft Office Suite
- Excellent written and verbal communication skills
- Strong interpersonal skills; Ability to communicate with C-suite
- Solutions-focused individual; Demonstrated ability to problem-solve efficiently
- Ability to anticipate needs, find alternative solutions, and be proactive in achieving desired outcomes
- Strong organization skills; High attention to detail and works well independently
- Enduring commitment to high standards and excellence
- Demonstrated ability to collaborate org-wide
- Ability to prioritize workload, maintaining balance among multiple priorities
- Capacity to meet deadlines while adapting and remaining flexible to changes
- Positive attitude and willingness to work enthusiastically within changing priorities and ongoing interruptions
- Non-profit experience, volunteering, or strong community involvement a plus

**Physical Requirements:**

- Frequent attendance in company office
- Occasional evening and weekend attendance at local, offsite events
- Frequently required to sit, stand, and walk
- Frequently required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Frequently required to lift and carry items up to 25 pounds

To apply, please send your cover letter and resume to [HR@nbcf.org](mailto:HR@nbcf.org) or [apply on LinkedIn](https://www.linkedin.com/jobs/view/2535480652/).  
(<https://www.linkedin.com/jobs/view/2535480652/>)

**Allocation %**

Programs: 0%

Administration: 100%

Fundraising: 0%