



Date: 09.22.2023

Job Title: Administrative Specialist

Reporting Structure: Reports to the Executive Director

Job Hours: Full-time hourly position with flexible work hours to meet agency needs during regular business hours Monday – Friday; 35-40 hours per week.

Job Role:

This role at Family Promise of the Chippewa Valley (FPCV) will involve working closely with the Executive Director in providing general administrative and clerical support to ensure efficient office operation. Supporting the Executive Director through a variety of tasks related to organization and communication.

Job Responsibilities: The Administrative Specialist will be responsible for confidential and time-sensitive material. Specific duties will vary and will include, but are not limited to, the following:

- Maintain professional and polite communication through email, phone, in-person, social media, postal mail, etc.
- Answer incoming phone calls, handle general inquiries, and direct callers to appropriate parties in a friendly manner.
- Greet and assist all visitors in a welcoming manner.
- Receive, sort, and forward all incoming mail, faxes, and packages.
- Order and maintain office supplies as needed.
- Coordinate needed repairs and maintenance of office equipment.
- Generate reports and presentations as directed by Executive Director
- Update website content as needed or directed by Executive Director
- Maintain and update social media content in conjunction with Executive Director
- Create, maintain, and enter information into databases.
- Receive, document, and provide receipts for all donations.
- Work with Congregation Volunteer Coordinators to fulfill FPCV's volunteer needs; manage meals and volunteer schedules.
- Track volunteer hours and maintain database per state requirements.
- Help organize and maintain clean office and common areas.
- Schedule appointments, meetings, events, and reservations as needed.
- Organize and maintain electronic and hard copy file systems.
- Create e-newsletters, event materials, or other information as directed by Executive Director.
- Update paperwork, maintain documents, and draft correspondence.
- Perform other tasks as assigned by the Executive Director.

Qualifications: The Administrative Specialist must be an organized individual who demonstrates friendly attitude and behavior. Ability to work in a flexible work environment to meet the needs of the ED. Communication skills, honesty, integrity, loyalty, friendly demeanor, and respect are additional required qualifications.

Education and Skills:

- Microsoft Office, database, and computer skills required.
- Previous office admin experience preferred, not required.
- Experience with Salesforce and Donor Drive software preferred, not required.
- Excellent time management skills and ability to prioritize work.
- Attention to detail and problem-solving skills.
- Strong organizational skills with the ability to multi-task.
- Desire to be proactive and create a positive experience.
- Willingness to work independently and on a team.
- Ability to work effectively with a wide range of people from different cultures and faiths.
- Proficiency in effective oral and written communication

Physical and Emotional Demands: This position may require lifting/carrying (20-30 lbs.), walking, stair climbing, sitting, standing, driving, and prolonged visual concentration. Working in an environment with families in a situation of homelessness requires mental and emotional fortitude, empathy, adequate self-care, and awareness of surroundings.

Email Cover Letter and Resume to director@familypromisecv.org