

Black Hills Area Habitat for Humanity

Office Administrator

Reports To: Operations Manager

Cooperates Closely With: All Staff

Job Type: Full-time, immediate opening

Position Summary:

The Office Administrator will be the first point of contact; representing Habitat and communicating with the majority of Habitat volunteers, partner family members and co-workers and will be responsible for disseminating appropriate information to all. He/She will also be responsible for maintaining affiliate computers, files, supplies and will be responsible for affiliate data management.

Key Qualifications

1. Understanding and support of Black Hills Area Habitat for Humanity Mission.
2. Pleasant and encouraging attitude.
3. A team player, flexible, quick thinking and able to work under pressure.
4. Strong communication skills, both oral and written.
5. Extensive computer skills including email, internet research, Microsoft Office applications, data entry and social media. Experience with Microsoft Access, Microsoft Publisher & Adobe Design products required.
6. Ability to work with short term deadlines and consistently fluid priorities.

Priorities:

1. Handle affiliate administrative details and duties.
2. Maintain organizational schedule.
3. Manage affiliate computers and data system.

Key Responsibilities:

1. Encourage staff, volunteers, and partner family members, building up confidence and understanding of all interested parties in the Habitat programs while pursuing the common vision of the affiliate.
2. Keep office clean, organized and welcoming to visitors.
3. Stay up to date on the affiliate's specific program requirements and volunteer opportunities.
4. Greet and assist all visitors, providing needed information. Act as a buffer to control staff interruptions and protect time for priority and privacy imperative tasks.
5. Affiliate Communication.
 - a. Phone.
 - i. Answer all incoming calls with assistance from trained office volunteers.
 - ii. Route calls to appropriate person if necessary.
 - iii. Arrange 'callbacks' to protect staff members time.
 - iv. Provide follow up material for callbacks.

- v. Do phone surveys/inquiries/reminder calls as needed.
 - b. Correspondence.
 - i. Efficient use of software to assemble, manipulate and format data and reports.
 - ii. Compose and prepare mailings for staff signature.
 - iii. Ensure all correspondence is sent daily.
 - iv. Handle all bulk mailing coordination. (i.e. quarterly newsletter)
 - c. Marketing.
 - i. Update website on a weekly basis with upcoming events and newsworthy information.
- 6. Organization.
 - a. Maintain office calendar, remind staff of upcoming commitments and assist in material preparation.
 - b. Stock a minimum supply of information packets for potential home owners, church partners, corporate donors and chapters.
 - c. Maintain schedule of computer backup and updates.
 - d. Troubleshoot computer issues and work with IT subcontractor to resolve.
 - e. Maintain office phone system.
 - f. Maintain all filing and follow appropriate record retention procedures.
 - g. Maintain stock of supplies and ensure all items needed are purchased in a cost effective and timely manner.
- 7. Data Management.
 - a. Ensure database software is installed and current on staff computers.
 - b. Train staff on use of database software as needed.
 - c. Keep Keystone database up to date with assistance from office volunteers.
- 8. Supervise office volunteers.
 - a. Train volunteers on administrative duties and the Mission of Habitat for Humanity
 - b. Assign administrative duties to volunteers.
- 9. Additional duties including but not limited to:
 - a. Assist team with special events planning and execution.
 - b. Handle arrangements for staff & board retreats.
 - c. Assist with volunteer & meal provider coordination as needed.