



JOB DESCRIPTION

Position Title: Administrative Assistant/Client and Donor Relations
Status: Full-time non-exempt
Supervises: None
Supervised by: CEO

Job Summary:

Performs administrative and office support activities including product sales, invoicing, managing vendor contracts and supplies. Assists with donor relations and fundraising support services. Supports warehouse operations and provides customer service to current and prospective clients.

Essential Functions:

- Provides customer service and checkout functions to shoppers; invoices sales
- Maintains office records, provides monthly statements to customers, and handles bank deposits
- Maintains vendor contracts and office supply and equipment needs.
- Creates semi-weekly emails to advertise warehouse products, training opportunities and other announcements
- Provides administrative support to CEO, Business Development Director and Development Manager
- Prepares and maintains email distribution lists for annual campaigns
- Monitors website donations and prepares files for upload by accountant. Maintains list of donors and prepares acknowledgement/tax letters for CEO. Sends in-kind donor thank you letters on a weekly basis.
- Maintains client and vendor files and processes shopper applications.
- Serves as receptionist, answering and directing calls, greeting visitors, sorting mail, processing outgoing mail and other duties as assigned by CEO.

Skills and Specialized Knowledge:

- Good customer service skills
- Ability to work as a team player in a fast-paced environment
- High level of concentration with attention to detail
- Good working knowledge of Microsoft Office
- Good working knowledge of QuickBooks
- Sound judgment and decision-making.
- Ability to concentrate with distractions
- Effective communication skills

Education/Experience:

High school diploma or GED and relevant work experience

Physical & Mental Demands:

While performing the duties of this job, the employee:

- is regularly required to sit, talk, hear, stand, file, speak, write, type, and see
- will compare, decide, direct, problem solve, analyze, negotiate, and interpret
- must possess sight/hearing senses, or use prosthetics that will enable these senses to function adequately.
- must be able to push, pull, reach, bend, stoop, walk and lift up to 25 lbs.
- will occasionally be in an environment subject to substantial changes in temperature