

Administrative Assistant Job Description

<p>Position/Title Administrative Office Assistant</p>	<p>Reports To: Finance Director & External Relations/Resource Development Coordinator</p>	<p>Salary Range/Grade Level Part-time with Preferred Hours M-TH 10-4, F 10-2</p>
<p>Principal Objective of Position: To facilitate the smooth functioning of the affiliate by taking ownership of front-office duties, data entry and mailings, as well as to assist with event planning and volunteer and donor logistics and planning.</p>	<p><i>This job description indicates the general level and nature of work expected of the incumbent. It is not a comprehensive list of specific duties or activities associated with the position. The employee will be asked to perform other duties as assigned. This position requires reliable transportation and a valid driver license. The coordinator should also have the ability to lift up to 25 lbs without assistance, be in good physical condition and be able to stand or sit for long periods of time.</i></p>	
<p>Principal Areas of Responsibility Requiring 34% or More Time</p>	<p>1. Administrative Assistant Provide general receptionist duties such as logging mail, answering telephones, greeting visitors, providing general information. Distribute general information to staff, supporters, and homeowners as necessary. Coordinate and log all clerical tasks required by Executive Director, Finance Director & Volunteer/Donor Coordinator. Maintain general office administrative materials, documents, filing, shredding, data entry, etc. Answer and distribute calls. Sort and distribute mail. Greet customers as they come in. Keep inventory of supplies & notify Finance Director when supplies need to be re-ordered. Other like duties as assigned.</p>	
<p>Areas of Responsibility Requiring from 33% or more of time</p>	<p>1. Volunteer Services: Assist Volunteer/Donor Coordinator with maintenance of volunteer database, including data entry and tracking of new volunteer applicants, training, liability waivers, homeowner sweat equity hours, and volunteer recognition. Conduct weekly community service orientations in absence of Volunteer/Donor Coordinator. Work with Volunteer/Donor Coordinator to line up lunches for volunteers when necessary. Assist with logistics for special volunteer projects and large-scale group builds. Other like duties as assigned.</p>	
<p>Area of Responsibility requiring 33% or more of time</p>	<p>1. Financial bookkeeper Take and log mortgage payments. Take and log donations. Be trustworthy with money and have ability to keep financial and client transactions confidential. Assist Finance Director with day-to-day data entry of bills and simple cash in and cash out entries. Assist FD with accounts receivable and accounts payable, mail-outs, homeowner and applicant communications, including but not limited to, information collection, tracking, data entry, credit reporting, mortgage delinquencies and outgoing payables. Other like duties as assigned</p>	

I have received my job description and have read, understand and have the ability to perform the tasks in this job description without restrictions. I also understand the aspects of my job duties and criteria for annual review.

Signature

Date

Staff evaluations are conducted annually and consist of a meeting with the direct supervisor and/ or Executive Director. Feedback *may* also be solicited from co-workers, clients, homeowners, and external constituents to perform a balanced assessment. The purpose of this evaluation is to determine any related employee highlights and challenges in the working relationship. The evaluation may be used for merit based increases when funding provides, but is used as a guide to maintaining a suitable work environment.

Key Areas of Annual Evaluation:

- **Knowledge of the Job:** Each of the specific aspects of the job as described above will be evaluated for knowledge, completion, and thorough execution.
- **Alignment of the Habitat Mission:** All employees are expected to uphold the Habitat mission at all times. This includes but is not limited to functioning with Christian character in language, dress, and ethical relationships.
- **Communication:** You will be evaluated on relationship with key constituents within the Habitat family including supervisor(s), Board of Directors, Board committee members, co-workers, donors, volunteers, families, and guests. It is expected that each staff member maintain a cohesive, positive, and professional work relationship with all other members of Habitat. It is also essential to maintain excellent and respectful communication with the Executive Director including progress on tasks related to the job function and key responsibilities. Written and oral communication will be evaluated.
- **Leadership:** Leadership and initiative and key areas within our growing affiliate. Individuals should be able to motivate and recruit others to accept and complete assignments in a timely and satisfactory manner. Leadership will be evaluated on judgment (the ability to make decisions which solve problems, prevent accidents, reduce tension, etc.) and initiative or the ability to be proactive about matters.
- **Time Management :** You will be evaluated on how well you handle your current work load and how you manage new projects. This will be on the micro level (how you handle and appropriate time on a daily level) and macro level (how you manage multiple projects simultaneously). Productivity is essential, meaning what is the quality or output of your daily and weekly efforts? You will gauge how you plan and prioritize work and how you work under pressure. In addition, you will be evaluated on your prompt and ethical work such as arrival and departure to work.
- **Mentoring capabilities:** This area deals with how well you teach others related skills. Mentoring may come formally in the form of new hire training and development or informally such as working with new associates in work groups or subcommittees.
- **Flexibility:** Change happens. Key department heads and associates are evaluated on their ability to remain flexible in the midst of change within the affiliate. This addresses daily changes as well as the ability to adapt to changes of the vision and movement of the Habitat affiliate and HFHI.
- **Follows organizational structure:** Organizational structure addresses the ability to work within the unique structure of the Goldsboro-Wayne affiliate. Someone successful at following organizational structure communicates first with their immediate supervisor and does not try to circumvent lines of communication. Also, this individual does not engage in third-party conversations not related to them (i.e. office gossip or water cooler chat) about other individuals or incidences.
- **Problem-solving skills:** This relates to the expectation that individuals in a fast-paced work environment need to work under pressure and respond to challenge with the ability to solve problems. This assessment will be a measure of problems related to the area or affiliate are handled and/ or diverted. This deals with how potential problems are communicated with the group as well as how these problems are addressed. Individuals are expected to solve problems, not only to bring them to the attention of the supervisor.
- **Community Involvement:** This is the measure to which you are involved in promoting the Habitat mission and raising public awareness. Every individual will be evaluated on the level of community involvement because every person in the organization should be thinking about the overall mission and perspective of Habitat.
- **Development Initiatives:** This is the extent to which you are involved in individual and organizational fundraising activities within the affiliate. Like community involvement, resource development is an essential component of every member of our team. You are expected to cultivate individual donors as well as contribute information and resources for larger organizations. Your role in key fundraising events will also be investigated.
- **Personal & Professional Development:** As part of the local Habitat team, you should strive to develop personally and professionally related to your area of work. You will be asked to chart activities and events that have contributed to personal and professional development. This may or may not be activities financially sponsored by Habitat for Humanity. Please be prepared to share your development whether formally sponsored or not.
- **Communication and Involvement of Respective Board Committees (if applicable):** Involvement and communication with the Board/ Board committee members is the responsibility of every individual. You are required to maintain frequent communication with your Board committee members and update them on formal and informal issues related to your area. In addition, ample notice should be provided for every meeting. You should aim to develop a relationship with the committee, not just to show up to meetings to solicit the participation of others.
- **Customer Service:** Service is an essential component of the Goldsboro-Wayne affiliate. Individuals will be evaluated on both "internal" guests (fellow team members) and "external" guests (customers, Board members, Habitat families, donors, volunteers, etc). Associates are expected to attend to customers. We go above and beyond for all team members with sincere and courteous communication at all times.