



## **Administrative Assistant**

**Full-Time, Hourly**  
**Monday through Friday**

### **Position Summary:**

The Administrative Assistant provides support services to the Administrative Team and enhance the existing welcoming, friendly and nurturing environment. Responsibilities include data entry, donor acknowledgement, facilities, systems and operational support.

### **Accountability:**

The Administrative Assistant is accountable to the Director of Facilities & Technology and the Director of Development & Communications.

### **Qualifications:**

- Experience providing administrative support and Associates Business degree preferred.
- Experience working in a database, preferably Salesforce.
- Computer skills, including experience with Google, Microsoft Windows and Office Suite, and ability to learn new software and systems.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- High level of accuracy and attention to detail.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality of volunteers, clients, staff, and agency business.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

### **Responsibilities**

- Answer phones and appropriately route calls.
- Promptly respond or route inquiries via website, email and social media.
- Retrieve and sort mail and prepare bank deposits.
- Enter monetary and in-kind donations into database; prepare and mail acknowledgement letters.
- Enter and update contacts and volunteer hours in database and ensure data integrity.
- Create and pull reports from Salesforce as needed.
- Schedule meetings, secure and reserve space for meetings.
- Prepare meeting space prior to each meeting

- Prepare and process letters and contracts as requested.
- Provide Board and Committee support including scheduling, setting up conference calls, assembling materials, updating schedules and lists, and other board engagement activities.
- Prepare and distribute Staff & Admin meeting agendas and minutes.
- Collect and place staff supply orders and ensure their receipt, storage and distribution.
- Support technology for computers, printers, phones and other equipment by updating them, setting them up for new staff, and assisting with troubleshooting as needed.
- Support facility repairs, maintenance, and inspections by scheduling appointments and occasionally meeting with vendors.
- General filing and annual archive support.
- Work with clerical/administrative volunteers to accomplish responsibilities.
- Organize resumes, maintain spreadsheet of applicants, and schedule interview slots.
- Manage staff and career pages of website.
- Update staff documents with new hire information.
- Manage ordering of name badges, business cards, and apparel for (new) staff
- Provide new orientation for use of phones, copiers, and other office equipment
- Schedule orientations for new staff.
- Administrative support for events as needed.

### **General Agency Duties**

- Maintain clean and organized facilities, including storage and archives.
- Become knowledgeable about community resources and provide referrals to those who inquire.
- Present a positive image and be able to explain CMC mission and programs.
- Serve on CMC event committees as needed.
- Assist with the shared staff responsibilities for security of clients/volunteers and building.
- Work an occasional Saturday or weekend, as needed.
- Perform other duties as requested/assigned.

### **Physical Work Requirements**

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.