



Administrative Coordinator

Full-Time, Hourly - Monday through Friday

Position Summary:

The Administrative Coordinator provides support to the Executive Director and Service Directors to enhance communication, timeliness and accuracy of data and information. Responsibilities include data entry, contact and email management, scheduling meetings and processing forms and applications.

Accountability:

The Administrative Coordinator is accountable to the Executive Director.

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 make decisions, address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, children, and staff or agency business.
- Behave as a professional representative of CMC and communicate the mission and activities.
- 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.

Administrative Team Responsibilities

- Respond to phone calls, track and follow up on correspondence.
- Monitor incoming email and direct to appropriate team member for prompt response.
- Monitor deadlines and project tasks
- 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 team meeting agendas and minutes.
- Process volunteer applications and background checks
- Assist in processing of mail and bank deposits.
- General filing and annual archive support.
- Work with clerical/administrative volunteers to accomplish responsibilities.
- Support human resource functions as needed
- Administrative support for events as needed.

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Service Area Responsibilities

- support data entry and tracking of new clients, client finances, case notes and generate reports for verification.
- completion of mass applications (IFA)
- support client mail processing (receiving, opening, case noting, distribution)
- Take minutes and track attendance at Immigrant Concerns, Refugee Alliance, and Quarterly Consultations
- Support director in completing Quarterly Consultation reports & preparing Arrivals & Demographics forms prior to QC meetings
- Support document filing and case file quality assurance when requested

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.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

Name

Date

Date Established: June 2022