



Office Administrator

JOB DESCRIPTION: The objective of the position is to maintain a presence at the front desk to greet and assist guests and staff. When not welcoming a guest, the Office Administrator will assist in administrative tasks.

QUALIFICATIONS: High school degree or equivalent certification. Strong communication and organizational skills required. Must be hard-working, motivated, enthusiastic, willing to learn, and poised under pressure. Must have strong computer skills and be able to multitask. Previous customer service experience preferred.

ESSENTIAL JOB FUNCTIONS:

- Serve as a model representative for the organization.
- Greeting guests. Assisting them with receiving their in-kind or monetary donations, questions, or other needs.
- Maintain a neat, orderly, and safe office environment. This includes light cleaning as needed and making sure door areas are clear of snow or clutter.
- Manage the Catholic Charities relationship communications.
- Manage inventory and reorder office paper products and supplies.
- Relocate in-kind donations to the designated area and follow up with staff as needed.
- Track and distribute items on hold for guests to pick up.
- Perform basic clerical duties: filing, typing, and organizing, etc.
- Answer the front desk phone. Take messages or transfer calls to appropriate staff members.
- Assist the administrative staff in daily tasks, functions, & duties such as addressing envelopes, assembling items or other business-related tasks.
- Work closely with the administrative team that includes Executive Director, Development Director, Special Events Coordinator, Bookkeeper, Director of Operations and Human Resources.
- Assist with filing, scanning, archiving, and destruction of office documents per our retention policy.
- Manage Human Resource requirements of all BGCB employees as in assisting with Background checks - Sending, receiving, filing documents.
- Process mail, scan bills to Bill.com and provide any cash or checks to the Accounting Director.
- Attend admin staff meetings and training sessions.
- Assume other duties as assigned.
- Assist Executive Director in all daily tasks, functions, duties with also being assigned to managing communications with Board Members, donors and committee members

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

- Exhibits impeccable professionalism and well-developed interpersonal skills.
- Demonstrates a high degree of initiative and self-direction.
- Demonstrates high caliber organizational and communication skills.
- Demonstrates acute attention to detail.
- Maintains productive and open working relationships with administrative staff.
- Must be able to demonstrate the ability to work with people from diverse racial/cultural/socio-economic backgrounds.
- Abides by a strict code of confidentiality according to legal and professional standards.
- Demonstrates ability to function in high-stress environments.
- Possesses a servant's heart.
- Demonstrates command of complete Microsoft Office Suite and Google Suite.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

- Ability to perform gross and fine motor activities required for typing, writing, simple manipulations such as telephone buttons, computer keyboards, machine buttons, etc.
- Ability to work in a professional environment and positively represent an organization under various levels of stress.
- Ability to work on multiple projects and prioritize effectively.
- Visual acuity for accurate reading, typing, filing, and use of computers.
- Ability to work at a rapid pace and where frequent interruptions and changes in plans or deadlines may occur.
- Ability to hear for purposes of business-related phone communications, public broadcasts, answering incoming phone calls, etc.
- Ability to verbally and clearly communicate on the telephone and in person.
- Ability to lift and carry 15 to 50 pounds for office supplies and in-kind donations.
- Ability to sit for a long time, bend, twist, reach, stoop, squat for filing and retrieval of stored files and supplies.