



JOB/POSITION TITLE: Administrative Coordinator

Reports to: SVP Finance & Operations
Classification: Part-time, In-Person (20 hours per week)
Compensation: \$17 to \$20 per hour commensurate with experience

JOB/POSITION SUMMARY:

Reporting to the Senior Vice President of Finance and Operations, the Administrative Coordinator provides support to the Foundation as the first impression with our constituents - donors, volunteers and wish families. Excellent verbal and written communication skills and friendly customer service is a must. This role supports the Foundation's operational initiatives in order to fulfill the organization's vision of granting the wish of every medically-eligible child. The Administrative Coordinator follows an in-person schedule 10am-3pm Monday through Thursday at the Charlotte, North Carolina office. Eligible for 403(b) retirement plan participation and up to 4% employer match, accrued paid time off (PTO), sick time, and chapter performance bonus compensation.

ROLE AND RESPONSIBILITIES

RECEPTION/OFFICE SUPPORT

- Maintains a professional presence and rapport at all times in interactions by phone or in person with volunteers, donors, wish families, staff, and the community at large, in the face of rapidly changing conditions
- Monitors visitor access to the office during the hours of 10am-3pm Monday-Thursday
- Promotes a professional environment by ensuring that the office maintains a clean and presentable atmosphere for incoming guests, ensuring that the front office and lobby areas are void of items such as debris, empty boxes, etc. This will require working as a team with other staff members to encourage them to also keep their personal areas clean
- Greet visitors and assist them as needed. Answer the phone and redirect callers to staff extensions
- Give tour of office for visiting donors and guests
- Setup extensions, assist staff with issues, and share best practices on phone system usage
- Ensure after-hours message is updated for holidays and other changes

CHAPTER SUPPORT

- Follow up with donors and assist with CRM engagement plans and entering opportunities
- Assist the Operations staff with the ordering of office and kitchen supplies, processing and metering outgoing mail, receiving and distributing incoming FedEx/UPS packages or other special mail, and assists staff with outgoing packages
- Send donor birthday cards
- Monitor info@nc.wish.org and resume@nc.wish.org inboxes



- Prepare monthly staff meeting PowerPoint
- Assist with the chapter's Social Committee
- Assist Administrative Manager with keeping board member files up to date (COI, background checks), light bookkeeping, sending donor Acknowledgement Letters, ordering lunch for meetings, etc.
- Assist Finance & Operations Manager with sales tax data entry for semiannual sales tax refund filings
- Participate in quarterly Operations department meetings

QUALIFICATIONS

- High School Diploma or GED minimum required, Associates/Bachelor's degree preferred
- 2-3 years of experience working in administration within a nonprofit or small business setting
- Exemplary customer service skills and attitude, poised, knowledgeable, caring professional
- Professional demeanor with a high level of sensitivity when working with a wide variety of constituents including staff, donors, volunteers, wish families, and board members
- Excellent organizational skills and attention to detail, as well as the ability to manage time and adhere to deadlines
- Knowledge of Microsoft Office programs and general office equipment
- Must be adaptable, self-motivated and able to work with minimal supervision in a fast-paced environment

Email cover letter and resume stating the position you're applying and salary requirements to resume@nc.wish.org. Please add position applying for in SUBJECT line of email.

Deadline to Apply: June 1, 2024