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**Position Title:** Administrative Coordinator

**Immediate Supervisor**: Chief Executive Officer

**Status & Hours**: full time, non-exempt with some off-site work with additional hours or flexible scheduling with approval of the Chief Executive Officer.

**Context and Rationale:** To provide quality support as the primary staff person for reception and administrative support for all other staff and to oversee office operations including grants management, philanthropic services and development. Basic tasks include, but are not limited to, database management, correspondence, scheduling, meetings and event logistics, and electronic communications.

**Primary Role:** To provide quality support as the primary staff person for reception and administrative support for all other staff and office operations.

**Qualifications and Expectations:**

 **Professional/Technical Abilities:**

* Provides administrative support to staff
* Oversees and enters data for grants, donor and communication databases
* Creates and analyzes reports from databases and Excel exports, including financial spreadsheets
* Answers incoming calls, general emails, and in-person inquires, refers and re-directs appropriately, helps to keep the office and waiting areas neat
* Greets all visitors, ensures they are comfortable, advises appropriate staff
* Manages all scheduling of events, maintains comprehensive space use calendar, plans room reservations and catering arrangements
* Handles Foundation communication by telephone and email
* Assists in managing social media such as Facebook, Twitter and Instagram
* Manages email and enewsletter distribution lists
* Coordinates office volunteers, supports grants review volunteers
* Conducts due diligence on standard grant nominations
* Prepares and tracks grants management materials, including grant applications, grantee notifications and grant agreements for presentation
* Assists with processing of new grant applications and final grant reports
* Prepares accounts and grants payable documents for approval
* Extracts and prepares data for mailing solicitations
* Coordinates production of mail merged documents
* Processes accounts payable packet for Rochester finance personnel
* Assists gift coding and uploading incoming gifts
* Prepares all thank you letters for US mail and email
* Updates website
* Collects and distributes incoming mail and mails all outgoing mail
* Organizes office supply closet, keeps inventory and prepares supply orders
* Copies, assembles, and files documents, packets and binders as directed
* Participates in maintaining a binder of current administrative procedures
* Any other tasks requested by Chief Executive Officer for the smooth and efficient running of the office

**Qualifications & Experience:**

* Skilled in database queries, exports, and manipulation for reports
* Skilled in office procedures including financial transactions
* Skilled in business communications
* Excellent written, oral and customer relations communication skills
* Excellent adherence to standards of confidentiality and development professional ethics including donor bill of rights
* Ability to work effectively with a diversity of people and styles
* Demonstrated ability to effectively organize and prioritize multiple, simultaneous work assignments and meet deadlines
* Advanced skill with computer programs including Microsoft Office Suites, internet research, experience maintaining CRM (client relationship management) databases and information management systems
* Able to work both independently and collaboratively

**Personal Characteristics:**

* Commitment to serve the community and to the mission of the Community Foundation
* Professional image, positive, upbeat and enthusiastic
* Courteous, friendly, and diplomatic
* Good judgment and decision making capabilities
* Discretion, commitment to confidentiality, effectiveness and efficiency
* Dependability and punctuality
* Demonstrates courtesy, friendliness and consideration
* Detail-oriented
* Personal integrity

**Physical Requirements**

* sitting in a normal seated position for up to 7 hours per day
* dexterity required to use a computer keyboard and/or operate other office equipment for up to 7 hours per day
* pleasant and clearly understandable telephone voice
* ability to hear words spoken at a normal conversational volume, whether in person and by telephone.
* ability to move or lift objects (such as a box of materials weighing up to 25

pounds) safely, and without assistance if necessary.