

**Title:** Administrative Assistant Operations/Development (Afternoon/Evening)  
**Status:** Part Time  
**Hours:** Mon.-Thurs., 1-9:00pm (alt. Mon-Thurs 3-9 & Fri 10am-4pm)  
**Supervised by:** Director of Operations

**Job Description and Specific Duties:**

*Responsibilities include, but are not limited to:*

Reception

- Maintain a warm and welcoming front desk and lobby
- Answer incoming calls, disseminate information and direct callers to appropriate staff
- Greet guests, clients and volunteers and provide necessary information and assistance
- Maintain organization and cleanliness of shared spaces in office, including group rooms
- Prepare group rooms and ensure correct items & signage before they begin and clear out room when group ends
- Update and restock handouts and flyers and maintain lobby during the evenings
- Close office Monday to Thursday following group sessions

Administrative Support

- Attend weekly or bi-weekly 1:1 or group administrator meetings and attend monthly all-staff meetings (lunches or coffees)
- As needed, share in coordinating office or floor maintenance or repairs with other admins
- Maintain attendance in chart and in SharePoint for each group
- Assist clinicians as needed as it pertains to volunteers, group members or other administrative needs

Program & Development Assistance

- Attend and assist with agency Run for Hope, Volunteer Luncheon, Camp Erin, House of Hope Gala and additional events as requested (set up/breakdown and event production)
- Assist in identifying and producing reporting and needs including the creation and revision of custom reports and the identification of data entry requirements
- Process all incoming donations and send proper acknowledgement to donors
- Assist in Maintain weekly event recaps, record keeping and analysis
- Assist in managing donor database and maintaining incoming donation system
- Assist Operations Director and Development team in performing donation & expense reconciliations weekly, monthly and annually
- Maintain donor database continuity and ensure accuracy on all entries and donor information
- Create and maintain contact report
- Track in-kind donation across the agency including non-monetary gifts and volunteer time
- Obtain accurate fundraising and donor reports as requested
- Communicate with all boards regarding their annual give and gets and fundraising needs/board thank you calls / sending acknowledgment when gifts are received with board solicitors TBD
- Assist with June and August pre-camp planning and weekend logistics and follow up