



Single Parent Scholarship Fund of NWA Administrative Specialist Position Description

Exempt:	No-Exempt
Department:	Administration
Reports To:	President & Chief Executive Officer
Location:	Home Office
Date Prepared:	8/1/2022
Date Revised:	January 31, 2024
Safety Sensitive:	No

GENERAL DESCRIPTION OF POSITION

Ultimately, the Administrative Specialist is the organization's first impression to the public, especially when guests visit or call the office. The Administrative Specialist will work closely with the senior leadership of the organization. This role may require but is not limited to, performing general clerical tasks, communicating with and greeting office guests, responding to phone calls and emails, handling mail and other correspondence, and managing office equipment and supplies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

ADMINISTRATIVE

1. Answer incoming phone calls, respond to general inquiries, route calls to the appropriate staff member, or take a message as needed.
2. Answer the door and greet visitors.
3. Respond to general email inquiries via the info@spsfnwa.org line.
4. Monitor and purchase supplies for the office.
5. Carries out administrative duties such as filing, typing, copying, binding, scanning etc
6. Assist Senior Leadership with making purchases.
7. Provides administrative support to senior leadership as needed
8. Ensure office items (drinks, paper goods, general office supplies, branded letterhead, cards and envelopes, and lobby marketing materials) remain stocked.

9. Ensure trash/recycling is set out each Tuesday.
10. Ensure the dishwasher is run and emptied as needed.
11. Coordinate and send special occasion cards to donors, volunteers, etc., as requested by staff.
12. Retrieves mail and packages, opens and distributes to appropriate staff.

PROGRAM DEPARTMENT

13. Assist the Chief Program Officer with planning recipient development programs, personal/professional development workshops and family activities for fall and spring semesters.
14. Respond to general scholarship inquiries or direct to program staff as needed.
15. Assist with scholarship interview logistics.
16. Write thank you notes to scholarship interviewers.
17. Coordinate applicant's thank you notes during interviews.
18. Coordinate the "Box of Balloons" program and thank-you notes.
 - a. Track the number of boxes received by recipients.
19. Manage referrals to partner organizations such as Dental, Eyecare and Chiropractic and coordinate thank you notes.
 - a. Track referrals to outside organizations and share them with the public relations director and senior leadership as needed.
20. Schedule recipient tutoring, work closely with the tutors and recipients and coordinate thank-you notes.

PHILANTHROPY DEPARTMENT

21. Research and manage giveaways and other free opportunities for current recipients and alumni.
 - a. Communicate with the Chief Philanthropy Officer regarding donations.
22. Keep the recipient pantry stocked and organized. Communicate with the Senior Leadership Team when items are low in stock.
 - a. Update and maintain Walmart registries for pantry and back-to-school supplies.
 - b. Track the number of recipients who use the pantry each month.
23. Coordinate with the philanthropy team to prepare recipient thank you notes for donors.
 - a. Keep an updated spreadsheet
 - b. Scan and file notes
 - c. Follow up monthly with recipients regarding outstanding notes
24. Assist with special events by managing RSVP/guest lists.

25. Check the newspaper for donor obituaries and update DonorPerfect records accordingly.
26. Responsible for sending monthly cards for recipient and donor birthday and anniversary of first gifts, in coordination with Philanthropy Manager.

OPERATIONS DEPARTMENT

27. Assist COO in special projects including, but not limited to, general operations of the building facilities.
28. Assist the COO in equipment operation by completing preventive maintenance requirements, calling for repairs, maintaining inventories, and evaluating new equipment and techniques.

EXECUTIVE DEPARTMENT

29. Assist the President/CEO with special projects and tasks as needed.
30. Assist as needed with Community Ambassador communications.
31. Serve as a backup for the Executive Administrator.

OTHER

32. Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements below represent the required knowledge, skill, and ability.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 12 to 18 months related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Medium to Advanced: Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory

oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, talk or hear; frequently required to use hands to finger, handle, or feel; and occasionally required to stand, walk, reach with hands and

arms, climb or balance. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

ADDITIONAL INFORMATION

Not indicated.

STATEMENT OF UNDERSTANDING

I understand that the above position description is a summary of the role responsibilities and duties, and I will be evaluated annually by the President & CEO based on the responsibilities and duties as outlined in this document.

Employee Signature

Date

President & CEO Signature

Date