



Position: Administrative Coordinator

Exempt/Non-Exempt: Non-Exempt

Hours/Week: 40 – a typical schedule:
M-W-F – 8:00 – 4:00
T-Th – 11:00 – 7:00

Pay Rate: \$18.00 – \$20.00 per hour starting

Reports To: V.P. of Program and Strategy

About Valley Outreach:

Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing or help navigating resources during challenging times. Our programs include a food shelf, clothing program and client support services. Our volunteers, donors and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

Position Summary:

Join our team and support the work of Valley Outreach with amazing customer service. Welcome all those who come through our doors including volunteers, donors, clients, and other community members. Answer a multi-line phone system, schedule appointments, and handle other various clerical duties. Bring your energy and initiative as our organization continues to serve increasing numbers of people. Our team works hard, serving with compassion and dignity. We also value fun, fromage (look it up) and cool socks. You have: a desire to collaborate in critical, basic needs programs. We have: a terrific team, waiting to plug your skills into the services here. This position is eligible for Medical, Dental, Vision, Short Term Disability, Life Insurance, Paid Time Off and after a full year of employment you may choose to participate in our SimpleIRA retirement plan.

Essential Duties & Responsibilities:

With amazing customer service manage our front desk, welcome all those who come through our doors including volunteers, donors, clients, and other community members. Answer a multi-line phone system, schedule appointments, and handle other various clerical duties.

- Phone Administration:
 - Answer & Route calls through a multi-line phone system
 - Point of contact for phones and phone needs
 - Address inquiries & provide information (in person or on phone)
- Program and Volunteer Administrative Support
 - Support home food-delivery administration
 - Set appointments for clients
 - Data entry of StyleXchange program information
 - Support Volunteer Manager with volunteer communication, training materials preparation, and new volunteer administration
 - Provide back-up support to the volunteer Manager for greeting volunteers and helping orientate them upon arrival at valley Outreach when the Volunteer Manager is unavailable
- Administrative Support:

- Administrative tasks as necessary including copying, scanning, faxing, printing labels, shredding, monitoring supplies, and special projects as assigned
- Update administrative documents-staff listings, manage/organize on-line folders (Office 365)
- Order office and general building supplies
- Create/print posted materials for the facility
- Handle day to day needs for Facilities – point of contact for repair needs
- Utilities – monthly meter readings
- Staff meetings, Program meetings, staff trainings and other duties as assigned.

Education and/or Work Experience Requirements:

- Positive attitude and sense of humor
- Excellent customer service & interpersonal communication skills (verbal and written)
- Ability to prioritize and stay calm under pressure
- Minimum of 3 years administrative experience required, preferably in a Non-Profit
- High attention to detail
- High level of adaptability & ease in “switching gears” when needed
- Advanced skills in Microsoft Office (Word, Excel, PowerPoint) and other office productivity tools (email, database management, digital media, etc.) expertise in Office 365 Share Point a plus
- Sensitivity for those living in poverty or experiencing poverty

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance.
- Work is largely sedentary, but does require some lifting of up to 35 lbs.
- Must be able to talk, listen and speak clearly on telephone.

To apply for this position:

- Forward your resume and cover letter to jobs@valleyoutreachmn.org place Administrative Coordinator in the subject line.
- The process will include:
 - Review of information from all interested parties. Be sure to give us your phone number and email so we are able to contact you.
 - A phone conversation will be set up with candidates.
 - Several candidates will be invited to an in person conversation regarding the position.
 - If needed, a second in person conversation will be scheduled.