



## Administrative Assistant Job Description

**About Us:** 501 Commons' mission is to boost the capacity of nonprofit organizations to thrive over the long term and effectively serve the community. Our programs and services support organizations so they have what they need to make a world of difference.

**Summary:** The primary function of the Administrative Assistant is to provide tactical administrative and operations support for the various programs and activities of 501 Commons. This position serves as a communication hub for team members and external audiences alike. A successful candidate must have the ability to manage and execute a high volume of tasks with precision in a fast-paced environment. We have a collaborative culture where all staff are leaders in helping our organization achieve results.

### Responsibilities

#### General Administration

Provide support services to clients, volunteers, board members, and team members. Specific duties include:

- Answering telephones, opening mail, greeting visitors, and representing 501 Commons in business relationships with vendors and clients
- Ensuring the successful planning and execution of events and meetings for internal and external audiences
- Maintaining paper and electronic filing systems and performing general clerical duties
- Tracking and updating client lists and contacts
- Managing shared calendars and resources for organizational collaboration and meetings
- Overseeing office equipment, event supplies, purchases, supply inventory, and maintenance requests
- Creating content on 501 Home for institutional knowledge and team-wide announcements and assisting in management of 501 Commons' website
- Onboarding new employees to office functions and emergency plan
- Maintaining a clean and organized office space and kitchen

#### Operations

Work with the Deputy Director to ensure smooth day-to-day operations. Specific duties include:

- Troubleshooting problems with the office technology programs and devices, referring for technical support where appropriate
- Supporting staff through optimizing integration of Confluence, Salesforce, SurveyMonkey, Eventbrite, Basecamp, and other commonly used programs/tools
- Maintaining Salesforce database records to ensure processes are being followed and records are updated
- Providing support to Accounts Payable documentation, credit card receipts and general processing.
- Providing support to Accounts Receivable; processing phone payments, documenting checks received by mail and sourcing and communicating details on all donor & grant payments.

- Providing support to other members of administrative team through regular check-ins, coordinating event support, and promoting a culture of information-sharing and collaboration across program lines

### **Technology Services Administration**

Support successful program management and client engagement in 501 Commons' Technology Services. Specific duties include:

- Coordinating and executing events and meetings, including Technology Leadership Council meetings, Plan IT cohort events, and Techtacular
- Providing administrative support, email administration, and scheduling support for senior technology managers
- Maintaining Salesforce data, generating reports, and drafting contracts for client projects
- Supporting ConnectWise ticket management by processing IT ad-hoc and closed tickets, adding new projects and organizations; creating site visit templates and monitoring IT consultant site visits; and ensure data consistency between systems

Other duties as assigned.

### **Qualifications**

- Minimum 1 year's experience in an administrative position, preferably with a nonprofit organization
- Bachelor's degree or equivalent work experience
- High level of proficiency in Microsoft Word, Excel, and PowerPoint. Some experience with databases; Salesforce preferred. Willing to learn new programs and aspects of technology
- Experience using Desktop Quickbooks preferred. Consideration will be given for experience with other accounting applications having used classes or departments.
- Able to communicate effectively about technical concepts and complex programs verbally and in writing with highly diverse audience; excellent document preparation and proofreading skills; social media and public relations writing experience a plus
- Detail-oriented, well-organized problem solver who excels in developing and maintaining systems, and uses good judgment in decision-making
- Ability to work independently and in close collaboration with a small team
- Flexible, self-motivated, able to prioritize multiple tasks and organize work for maximum efficiency
- Enjoys working with the community and serving as the initial point of contact for incoming communications
- Ability to lift 30 pounds (required for event set-up responsibilities)

### **What we offer**

- Collaborative organization where you'll work alongside highly-skilled professionals in our staff and Service Corps
- Opportunities to advance professional skills and take on project leadership
- Generous paid time off
- Employer-paid health/vision insurance and contribution for additional benefits

Salary Range: \$15-16/hour

## **Inclusiveness Statement**

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal valued and supported.

## **To apply**

To be considered for this position, please submit your resume and cover letter to [jobs@501commons.org](mailto:jobs@501commons.org) with Administrative Assistant in the email subject line. We look forward to hearing from you!