



Office Coordinator

POSITION DESCRIPTION

The Office Coordinator is responsible for maintaining the daily operations of the front and back office. This includes supporting Reception, Administration, Operations and Board of Directors.

The Office Coordinator will be welcoming and supportive of clients by acting in a manner which supports the agency's mission and vision for individuals with intellectual and developmental disabilities.

ORGANIZATIONAL REPORTING RELATIONSHIPS

Department: Administration

Supervisor: Finance/Operations Manager

Other key relationships: All Departments

JOB SUMMARY

The Office Coordinator will maintain the order of both front and back office by being able to identify the needs of both external and internal customers. To support external customers, the Office Coordinator is the initial point of contact for all incoming callers and office visitors. This position will clearly identify the needs of the callers and direct them to the appropriate programs or individuals. To support internal customers, the Office Coordinator will monitor and/or maintain equipment, supplies and facilities.

ESSENTIAL FUNCTIONS

- Answer and accurately direct incoming phone calls.
- Welcome and direct office visitors, using established the established protocol of each department.
- Distribute checks on behalf of the Representative Payee department.
- Perform front office duties such as processing in / out going mail and faxes.
- Monitor incoming emails sent the The Arc's general address and distribute to appropriate staff.
- Monitor postage meter, copy machine and other office equipment to ensure they are in working order and adequately supplied.
- Maintain equipment and supplies in the copy room including ordering, organizing, and monitoring.
- Perform monthly printer accounting.
- Inventory and order supplies for office, kitchen and bathrooms.
- Maintain calendars for all conference rooms and manage reservations.
- Manage AV equipment reservations.
- Support Fund Development with membership and database support
- Provide project support as needed to all departments.
- Ensure tidiness of all common areas, including loading and unloading dishwasher daily.
- Open and close the front office daily.
- Assign and deactivate backdoor codes as requested by HR Director.



- Accommodate work requests with accuracy within an identified time frame such as printing, assembling packets, mailing.
- Event support as needed.
- Support Board functions such as assembling Board packets, ensuring room availability, setting up IT, ensuring phone and other supports are in place for meetings, ordering and setting up food for meetings, support planning annual meeting and other special meetings.
- The above is not a comprehensive list of activities, duties or responsibilities required of this position. Management may assign or reassign duties and responsibilities at any time as it deems necessary.

QUALIFICATIONS

Education

High school diploma or equivalent with one to two years related work experience.

Minimum Qualifications

- Intermediate Word, Excel, Outlook and data entry experience.
- Excellent organizational skills and attention to detail.
- Self-starter, motivated to keep busy.
- Friendly, responsive, helpful and welcoming
- Prefer some knowledge or experience with those with a developmental disability.
- Have strong customer service experience.
- Experience handling multi-line phones.
- Ability to respond and adapt easily to change in a multi-task, deadline environment.
- Good time management skills; ability to prioritize tasks and take direction from others.
- Demonstrated ability to work effectively with individuals of diverse economic, ethnic and social backgrounds.

OR a combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

PHYSICAL AND OTHER REQUIREMENTS

- Ability to work in an open office environment
- Daily presence in the office during work week is required
- Reliable transportation
- Ability to lift up to 25 pounds with or without accommodation
- Ability to pass a criminal background check

SALARY / BENEFITS

This is a full-time non-exempt, benefits eligible position.