



## Job Description

**Job title:** Administrative & Development Associate  
**Department:** Spectrum Community Services Inc.  
**Reports to:** Executive Director  
**Revised:** January 2019  
**FLSA Status:** Non-Exempt

### General Description

The Administrative & Development Associate will support the organization, programs and fundraising efforts; organize events; maintain and improve donor database; and perform administrative tasks for the organization. A proactive position, this individual reports to the Executive Director and will work closely with the Development Director and CFO while also supporting the Program Managers and Board Members.

Key Abilities: Customer Service, Communication, Organization, Technical & Design

### Primary Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Customer Service

- Ensure excellent customer service is provided for donors, volunteers and staff
- Works to help maintain a positive, supportive, and enjoyable work environment

#### Office Management

- Answer phone calls to provide information about the organization and route calls appropriately
- Maintain Executive Director's calendar, prepare expense reports, travel arrangements and appointments
- Track inventory and purchase of all office supplies, promotional materials, etc.
  - Create and record all Purchase Orders and help facilitate the approval process
- Responsible for seeing that all office equipment is properly used and maintained including making arrangements for repair and preventative maintenance

- Ensure that building is properly maintained and in compliance with laws
- Perform supplemental housekeeping/janitorial duties
- Ensure confidentiality for clients, staff, volunteers and agency

## **Development**

- Assure that an accurate donor database is kept
  - Works closely with the Development Director to:
    - develop and implement a follow-up process with potential, new, and current donors
    - design and implement donor recognition strategy and/or events to steward donors.
- Develop accurate status reports on campaigns and gifts.
- Drive the grant-writing process
  - Maintain Grants calendar (due dates, report dates, etc.)
  - Take lead on majority of actual grant writing and reporting

## **Events**

- Assist with event planning details
- Lead agency social committee to create fun and appreciative atmosphere

## **Communication**

- Generates mailing lists and facilitates electronic and USPS mailings.
- Write client stories for use in newsletters, website and fundraising.
- Coordinate the Grants Calendar, maintaining an up-to-date schedule of grants, reports, proposals.
- Utilizing best practices and current technology, develop engaging presentations for Directors to present.
- Create fresh and relevant social media and web content consistent with agency messaging and supportive of fundraising, advocacy and community development goals
- Ensure consistency of messaging across platforms
- Assist with the development of brochures, fliers, and other collateral

The minimum qualifications, physical demands and work environment characteristics described below are representative of those that must be met or will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

## Minimum Qualifications

- Bachelor of Science or Arts Degree or 3 years minimum administrative experience.
- Excellent typing, office organization, and clerical skills
- High proficiency in Microsoft Office (i.e. Word, Excel, Outlook, and Publisher), social media and Internet searches. Customer Relation Management (CRM) software experience a plus.
- Excellent phone and interpersonal skills
- Excellent written and verbal communication skills
- Able to work under pressure with minimum supervision
- Bilingual a plus

## Qualifications: Knowledge, Skills and Abilities

- Exceptional attention to detail
- Excellent oral and written communication skills; organizational skills
- General knowledge of nonprofit organizational practices
- Highly adept at assessing, building and managing processes
- A professional demeanor with an aptitude for analytical thinking and problem solving
- Responsible, well organized, and demonstrate initiative
- Excellent customer service skills, both in-person and on the telephone
- Ability to work under pressure with tight deadlines
- Ability to work independently and collaboratively
- Must have excellent customer service skills
- Preferred: previous donor relations experience

## Physical Demands

- While performing the duties of this job the employee is regularly required to sit for extended periods of time, stand and move from one area to another
- The employee is required to bend, reach, lift and relocate up to 15 lbs.
- Finger and hand dexterity for activities such as: recording money, grasping, repetitive motions, keyboarding, etc.
- Speaking, hearing, visual acuity, and mobility.
- Vision abilities required include close vision, distance vision and ability to adjust focus. Viewing computer screen for extended periods of time required.

## Work Environment

- The work is performed indoors. Some outdoor events required.
- The office environment is temperature controlled
- The noise level in the office environment is usually quiet

## General Competencies

### *Interpersonal*

- Strive for improvement in self and for Spectrum; make recommendations for improvements
- Respond timely to requests for information, service and assistance
- Demonstrate a positive and productive attitude; have an open mind and be objective, trustworthy, honest and ethical
- Maintain a high level of professionalism and confidentiality
- Treat each Spectrum employee/manager as if they were an internal customer

### *Organizational*

- Provide outstanding customer service to all internal and external customers
- Use and conserve organizational resources efficiently and effectively
- Prioritize and plan work activities
- Demonstrate consistency, reliability, accuracy and thoroughness
- Show respect and sensitivity toward cultural differences
- Promote a harassment and discrimination free environment
- Follow or exceed organizational standards
- Adhere to company policy and procedure; support Spectrum's goals and values

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*This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.*

*A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.*

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*