

Administrative Assistant Position Description

Reports to: Director of Operations & Mobilization

Classification: Part-time, M-F, 8:30-1:30, 25 hours, on-site

Rate: \$19.00 – \$21.50 hour DOE

Summary: Provide administrative support and customer service to ensure efficient and effective operation of all Forward Edge International Departments. Support directors (state side and international), employees, and partners through a variety of tasks related to organization and communication with an emphasis on Forward Edge International Mission Teams and Children’s Programs.

Position Impact

1. Every person who calls Forward Edge is answered by a human voice that serves them, cares for them, and helps accomplish the objective of their call.
2. All Departments are supported with sufficient and timely resources; from office supplies to accurate and current information in CiviCRM (constituency relationship management), SharePoint, and other platforms.
3. All Children’s Programs and Mission Teams processes are on schedule, information flow is timely and accurate with relationships as the priority.

Areas of Responsibility

A. Spiritual

1. To maintain a close and growing personal relationship with Jesus Christ
2. To set a positive example for other employees through regular participation in daily prayer meetings and application of biblical principles
3. To commit to the core values within the organization, as well as integrity, faithfulness, transparency, flexibility, and a willingness to take risks when led by the Holy Spirit
4. To set an example of generosity and lead and inspire others to give with joy and purpose
5. To humbly receive constructive feedback and pursue personal and professional growth for increased effectiveness

B. Office Administration Duties include but may not be limited to:

1. First point of contact for all calls and digital communications directed to Forward Edge
2. Update CiviCRM database to ensure accuracy
3. Manage copier, phones system, and other office systems for seamless daily operation
4. Maintain appropriate inventory for office supplies, copier, and conference room
5. Prepare and mail physical packages and letters containing time-sensitive contents
6. Retrieve mail from PO Box and onsite mailbox, sort, and distribute for the office

7. Assist with coordination of cleaning, garbage removal, and maintenance for the office
8. Maintain a welcoming appearance of the front office and reception area
9. Prepare Staff Meeting minutes, disseminate to staff
10. Manage birthday calendar and communication (cards/emails) for IHQ, Board, and Field Staff
11. Provide assistance to Accounting and Marketing Departments, in addition to primary responsibilities in the Mission Teams and Children's Programs Departments listed below

C. Mission Teams Department Assistance Duties include but may not be limited to:

1. Create and manage various Mission Team documents
2. Prepare and mail materials to Mission Team Members
3. Complete additional tasks as outlined in the Team Coordinator Process Document

D. Children's Programs Department Assistance Assists Director of Programs and provides support when requested; duties include but may not be limited to:

1. Monitor monthly Children's Program Impact Reports from Field Staff and follow up to ensure completeness
2. Collect and organize monthly Stories from all Children's Programs to ensure high-quality material is collected in accordance with the Story Gathering Guide
3. Compose Project Sheets for Children's Program projects and initiatives

Qualifications:

- Proven administrative or assistant experience
- Knowledge of office management systems and procedures
- Strong customer service skills exemplifying genuine care, a humble attitude, consistent patience, and sincere joy
- Excellent time management skills; flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrate resourcefulness in setting priorities
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficient in MS Office
- Personal qualities of integrity, credibility, and commitment to our mission, vision, and core values
- Use biblical principles of grace, forgiveness, compassion, respect, and love in working with children, staff, directors, and team members
- Excellent people skills with an ability to partner with a dynamic leadership team with varied personalities, gifts, backgrounds, and cultures