Office Position Description - Office Administrative Coordinator

Department: Neenah Animal Shelter Administration  Reports to: Executive Director

Position Type: Full-Time; non-exempt  Supervisor Requirements: Administrative Assistant

Summary: Performs administrative support activities on behalf of the board, executive director and shelter coordinator to ensure the shelter runs in an efficient and compliant manner.

Essential Duties and Responsibilities:
Duties and responsibilities are not all inclusive and are subject to change based on current shelter operation priorities

- Communications, documentation, record keeping and filing
  - Create and maintain filing system for administrative functions
  - Data entry, including financial and donor databases
  - Manage telephone calls, and relay messages to appropriate team members
  - Develop, segregate, and maintain donor mailing lists
  - Steward donors which includes timely acknowledgement of donation, communicating extraordinary gifts to executive director, sending personal thank you notes, and/or making phone calls
  - Assist with grant tracking requirements
  - Assist with fundraising, as needed

- Financial
  - Bookkeeping, including daily entries
  - Deposits all shelter monies into correct accounts
  - Perform monthly account reconciliation, including recording automatic transfers from bank statements into QuickBook
  - Provide reports to the board of directors all requested documentation, including budgets, statement of activities, and monthly financials
  - Accept, document, and organize both in-kind and monetary donations

- Software/Database Management
  - Proficiency with QuickBooks, Excel, Word, PowerPoint, donor management software, and Google (or similar platforms)

- Community Relations/Customer Service
  - Establish and maintain collaborative relationships with internal and external customers; including, but not limited to team members, volunteers, vendors, veterinarian clinics, area shelters, businesses, and non-profit organizations

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o Assist with social media (website, Facebook, Instagram, Network for Good, newsletter, etc.)
o Answer questions/ofer assistance to; volunteers, team members, and general public
o Be a positive advocate of the shelter to the general public
● Facility Care
  o Ensure administrative workstations and equipment are clean, organized and in working order
  o Maintain IT hardware inventory, along with troubleshooting/resolving equipment, software or internet issues
  o Reorder and restock supplies as needed
  o Accept, document, and organize both in-kind and monetary donations
  o Conduct annual inventory
  o Contact vendors as needed to handle shelter maintenance
● Safety/Compliance
  o Renew annual licenses to ensure compliance; DFI, raffle licenses, etc.
o Complete and submit required incident reports regarding safety related accidents, injury or occurrence

Qualifications/Knowledge Skills and Abilities:
● High School diploma or equivalent is required
● 2-years Office/Administrative experience preferred
● Strong computer skills with proficiency with QuickBooks, Excel, Word, PowerPoint, donor management software, social media platforms, web design and Google (or similar platforms)
● Must be comfortable around animals; primarily cats and dogs
● Strong communication and customer service skills required
● Commitment to the mission, philosophy, goals of the Neenah Animal Shelter
● Highly motivated team player with compassion for animals

Physical Requirements and Working Conditions:
● Expect the unexpected – a fast paced office/animal shelter setting including, but not limited to greeting shelter guests and volunteers; responding to general public inquiries; accepting deliveries and donations;
● Teaming with co-workers in a multipurpose workspace;
● Interacting with cats and dogs that pass through or spend time in the office/reception area
● Periodic local, work-related travel – bank deposits, post office, supply runs, etc.
● Sitting, bending, stooping, walking throughout an 8-hour shift
● Occasional lifting of 50 lb. delivery of supplies

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• Exposure to zoonotic diseases, allergens, animal bites and scratches

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