

CENTRAL COMMUNITY HOUSE JOB DESCRIPTION

Title: Facilities Coordinator and Executive Assistant

Work Area/Department: Support Staff

Reports to: Executive Director

Exempt Status: Non-Exempt

Date Created/Revised: 12/14/18

I. Purpose: Maintain office infrastructure and is the primary liaison between company employees and outside contractors, including security, HVAC and technology companies. Oversees reception activities, supervising staff and volunteers, and filling in when needed. Support the Executive Director through calendar and contact management, scheduling appointments, maintaining minutes at staff, leadership, management and Board meetings, and supporting the Executive Director's engagement with the Board of Directors. Administrative duties also include supporting the work of the Development and Finance Departments.

II. Essential Responsibilities

A. Maintain office infrastructure. This includes:

1. Security system, HVAC, appliances, computers/printers, telecommunications, photocopy machines and physical space of Central Community House facilities on Main Street and Bryden Road.
2. Handle building-equipment emergencies on an ongoing basis and serve as a liaison between company employees and outside contractors called in to fix problems.
3. Plan for future building space and supply needs (e.g., office supplies, food supplies, and other program supplies).
4. Communicate with supply vendors and update Leadership Team regularly.
5. Keep the office supply and kitchen areas stocked.

B. Representing the Executive Director in carrying out the mission of Central Community House (to empower people to reach their full potential, be self-supporting, and live cooperatively with all others). This includes:

1. Managing the Executive Director's calendar and keeping s/he aware of deadlines and time frames.
2. Scheduling appointments for the Executive Director.
3. Developing and maintaining contact and listserv lists.
4. Taking meeting minutes (e.g., at leadership and staff meetings)
5. Board of Directors communication and meeting management which includes:
 - i. Prepare meeting agendas and Board actions
 - ii. Board correspondence/meeting packets
 - iii. Maintain Board meeting binders
 - iv. Keep Board rosters current
 - v. Record Board meeting minutes

C. Administrative duties. This includes:

1. Supervise front desk and fill-in when necessary; answer questions from receptionists on calls and from visitors.
2. Managing mail; answer phone and mail correspondence.
3. Gathering and maintaining documents necessary to ensure compliance (certifications, licenses, charitable solicitation).
4. File paperwork.

5. Maintain staff rosters and organization charts.
6. Send and receive faxes and make copies for clients.
7. Development support. This includes:
 - i. Compiling “attachments” for proposals
 - ii. Delivering documents to donors or partners
 - iii. Compiling and sending out invitations to events and fundraising mailers, in concert with Development Director
 - iv. Send acknowledgements to donors
8. Fiscal support. This includes:
 - i. Record checks/money and list on check log
 - ii. Reconcile check log with deposits
 - iii. Input donations

D. Human Resources duties. This includes:

1. Posting open positions and scheduling interviews.
2. Recruit volunteers to support front desk needs.
3. Supervising, evaluating and guiding professional development of front desk staff and volunteers.
4. Maintain current forms and assemble new hire packets.

III. Other Responsibilities

- A. Maintain compliance with Central Community House guidelines, policies and procedures.
- B. Performs other duties as assigned.

IV. Skills, Knowledge and Abilities

- *Shows Initiative.* Is proactive and takes action without being prompted. Does not wait to be directed, but instead, takes responsibility and acts when need arises. Makes things happen. Provides unsolicited input.
- *Works independently* with minimal supervision. Follows instructions given by supervisor. Reports important information to supervisor and asks questions as needed from a variety of sources. Does not regularly interact with supervisor to seek approval, clarification, or additional information after initial assignment is given. Completes assignments and responsibilities on time without being reminded.
- *Time Management/Multi-tasking.* Accomplishes goals through establishing priorities and organizing workload to meet deadlines in a timely fashion. Manages time wisely and to effectively prioritize multiple, competing tasks despite frequent interruptions
- *Effective Communication.* Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal communication. Remains focused on point at hand during communication. Listens and reacts to questions by other appropriately. Pays attention when others speak.
- *Cultural Competence.* Embraces and is sensitive to cross-cultural differences. Accepts and respects cultural differences. Demonstrates the capacity for cultural self-assessment. Is conscious of the dynamics inherent when cultures interact.
- *Composure.* Maintains composure and effective performance under stress and/or opposition (such as tight deadlines, unscheduled disruptions or delays, interpersonal conflict or lack of job or task clarity). Demonstrates emotions appropriate to the situation and continues

performing steadily and effectively. Shows patience with others. Responds calmly to stressful or trying circumstances.

- *Professionalism*. Regularly demonstrates a high level of integrity through direct, open, honest and ethical communication with others. Fosters an ethical environment. Assumes personal responsibility. Shows discretion when appropriate or required. Maintains confidentiality of client and agency information.
- *Maintains a positive attitude* while meeting goals even in the face of significant obstacles and uncooperative people. Communicates confidence to others. Is not distracted by negativity. Demonstrates a sense of humor and perspective about setbacks.
- *Team Player*. Identifies with the Agency's goals. Shares resources, responds to requests from other team members and subordinates personal goals to the Agency's agenda, mission and vision. Collaborates easily.

V. Work Experience and Education

- Bachelor's degree and/or equivalent work experience
- Knowledge of database and word processing programs
- Satisfactory background check.
- Ability to work some evenings and weekends.

VI. Physical and Mental Requirements

- Must be able to listen and communicate effectively in person and over the telephone.
- Utilize office software, computers and office equipment.
- Ability to multi-task and prioritize.
- Perform gracefully and accurately with frequent interruptions.
- Maintain composure and patience when dealing with others.