



JOB DESCRIPTION

Assistant Manager Administration and Reception

Reports to: Executive Director--**FLSA:** Nonexempt--**Role:** Assistant Manager

Descriptive Summary

The Assistant Manager for Administration and Reception oversees administrative and reception functions including building use, community engagement and referrals. This position also serves as high-level administrative, marketing and event support to the director and others in effectively managing a community center and serving its mission by supporting the Board of Directors, coordinating events and marketing efforts, handling information requests and providing resource development support.

Core Functions

- Assist in the planning, coordination, and implementation of outreach, community, and fundraising events.
- Design and implement efforts to publicize events and promote sponsorships.
- Oversee, maintain and update website and social media accounts.
- Assist in the creation of marketing and other materials for all programs and WCCC events.
- Oversee the preparation and distribution of community e-newsletters.
- Assist in fund development activities, including donor management.
- Establish relationships with funding entities to ensure continuity of service and support.
- Prepare agendas, make arrangements for and participate in various meetings. Record and distribute all meeting minutes.
- Oversee all aspects of reception tasks including building use agreements, community engagement, and front desk coverage and personnel management.

Winning Behaviors, Competencies, and Skills

- Respects the diversity of those we serve and the challenges they face.
- Establishes and maintains healthy interpersonal relationships with team member and co-workers.
- Communication proficiency.
- Autonomous worker who can work indirectly and contribute to a team.
- Time management.
- Proactive.
- Active listening.
- Collaboration skills.
- Organization.
- Service orientation.
- Confidentiality.
- Flexibility.

Supervisor Responsibility

This position manages the Reception Services Associate and is responsible for the timekeeping, training and orientation, performance management and hiring of employees, interns, and volunteers who perform work at the Front Reception Desk. This position leads staff to success through open communication, on-going training, professional development and growth opportunities, positive reinforcement, recognition, and necessary counseling and corrective action.



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Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This position occasionally performs work offsite either indoors or outdoors for outreach, community, and fundraising events.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is largely a sedentary role; however, some filing and lifting is required. This would require the ability to lift files and marketing materials, supplies, and office products weighing up to 20 lbs; open filing cabinets; and bend or stand as necessary. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear.

Travel

This position travels locally for meetings, special orders, and other events.

Position Type and Expected Hours of Work

This is full-time position. Typical days and hours of work are Monday through Friday 8:30 a.m. to 5 p.m. Some flexibility is allowed. Must work 35 hours each week to maintain full-time status.

Required Education, Experience, and Qualifications.

1. Associate degree or equivalent experience.
2. One year of experience in an assistant role.
3. One year of experience with social media platforms including Facebook, Twitter, and Instagram.
4. Two years of experience providing customer service and engagement.
5. One year of marketing related experience.
6. One year of supervisor or management experience.
7. Experience with various marketing software including Canva, Photoshop and Mailchimp.
8. Experience using a cloud-based web development platform.

Preferred Education and Experience, and Qualifications.

1. Bachelor's Degree in related field.
2. One year of event planning experience.
3. Cash handling experience.
4. QuickBooks experience.
5. Fundraising software experience is a bonus.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

I understand and agree to the duties and expectations of my role as outlined in this job description. I understand nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.



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Employee Name

Employee Signature

Date