



## Administrative Associate

**Summary:** The Administrative Associate provides critical support to the Center's administrative team. Through development, finance, and executive support, the Administrative Associate increases the capacity of the Center's administrative functioning, thus supporting the successful achievement of the mission.

**Hours/Classification:** This is a full-time (40 hours), non-exempt (hourly) position. Schedule is generally M-F. Occasional additional evening/weekend hours for special events.

**Direct Report:** The Administrative Associate reports to the Executive Director.

### **Job Qualifications:**

#### ***Required Qualifications:***

- Minimum 2 years closely related experience, including administrative/office, non-profit administration, executive assistant, or development roles.
- Minimum 3 years work experience, including related roles, through which you have shown the following competencies:
- Well-developed and demonstrated organizational skills.
- Outstanding attention to detail.
- Strong written and verbal communication skills.
- Experience with and strong attention to confidentiality of private information. Exceptional professional discretion.
- Excellent time management and prioritization, ability to track and meet multiple deadlines.
- Exceptional ability to plan and track project components, initiate follow up, and coordinate multiple parties and work product through to completion.
- Strong computer skills required including proficiency in Microsoft Office (word and excel), and ability to quickly and accurately enter data and run reports in database.
- Strong research and data analysis skills.
- Strong appreciation for organization's mission, values and approach, with a strong commitment to working with and supporting all members of the Amherst Survival Center community and ensuring the fair and equitable distribution of goods.

#### ***Preferred Qualifications:***

- An eye for design and graphic presentation. Experience with basic desktop publishing (eg. Canva) preferred.
- Prior experience with/general proficiency with QuickBooks Online preferred.
- Prior experience with and proficiency using SharePoint and Google Applications preferred.
- Valid driver's license and ability to be insured under agency automobile policy preferred.
- Strong preference for candidates who bring additional skills, capacity, and perspective that strengthen our ability to meet our mission such as: language proficiency in addition to English; lived experience with food insecurity; racial, cultural, and ethnic diversity; community engagement; experience working on food justice issues; experience working within organizations on diversity, equity, and inclusion; collaborative leadership, and/or other relevant skills.

#### ***Language Proficiency:***

- Fluency (written and verbal) in English required.
- Working proficiency (verbal or written) in Spanish, Mandarin, Portuguese, Haitian Creole, or other priority language preferred. Bilingual differential available for employees with professional proficiency/fluency.



## **Essential Duties and Responsibilities**

### ***Development Support (~50%):***

- Process donations including donation entry, accuracy checks, context notes and follow up tasks.
- Facilitate timely and accurate donor acknowledgement including thank you letters and receipts, scheduling acknowledgements, and updating donor records.
- Assist with donor stewardship by researching and updating donor information, compiling relevant reports, and related tasks.
- Provide support for special events including preparation, day of logistics and follow up tasks.
- Produce eye-catching collateral materials such as sponsor recognition posters, infographics, social media graphics.
- Develop and implement effective system for collecting and organizing content such as photos, stories and quotes.

### ***Finance & HR Support (~20%)***

- Manage digital and paper documents according to document retention policies.
- Assist with compiling financial information for committees, funder reports, and/or annual audit, including tracking in-kind donations.
- Assist with employee recruitment and onboarding, including advertising, tracking applicants, scheduling, and new hire processes.
- Assist with ongoing HR processes including performance review scheduling and employee milestones.
- Filing and document management as requested.

### ***Executive Assistance (~20%):***

- Conduct research and analysis on issues of interest to the Executive Director.
- Provide assistance with grant submissions and reports, including tracking deadlines, preparation/collection of materials, composing support letters, and drafting/editing narrative sections based on prior examples.
- Support Executive Director with internal and external communications. Prepare and edit correspondence, presentations, and reports.
- Support Executive Director with various special projects as assigned.
- Provide occasional support to the Board of Directors and committees as requested, including coordinating scheduling, information sharing and follow up.
- Other support or administrative tasks as required.

### ***General (~10%):***

- Manage participant and office mail.
- Order office supplies and manage photocopier maintenance agreement and supplies.
- Participate actively in full staff meetings, team meetings, and individual supervision meetings.
- Complete general administrative and program support duties as assigned.
- Represent the Amherst Survival Center with community stakeholders as assigned.
- Other reasonable duties as assigned Executive Director or designee.

### ***Additional responsibilities:***

- Demonstrate professionalism at all times, both verbally and in writing when representing the Amherst Survival Center, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating professional conduct, acting with honesty and fairness in all of your dealings with others, proactively addressing conflict in the Center as it arises.



- Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to improve participant satisfaction and to enhance program effectiveness.
- Play an active role as part of the Amherst Survival Center team to develop organizational structures and policies, and ensure all program areas fulfill the Center's mission, including playing an active role in the Center's diversity, equity and inclusion efforts. Participate in intentional learning opportunities, including a focus on understanding and dismantling institutional racism and building cultural competency.

**Working Conditions:** Position primarily works indoors, with some outdoor exposure. Frequent typing, writing, talking on phone, and talking in person. Frequent sitting, walking, standing, use of stairs, lifting and carrying. The Center is a fast-paced environment which can be crowded and noisy.

The Amherst Survival Center is an equal opportunity employer. We are committed to racial equity and social justice and make a particular effort to recruit people of color to apply for open positions. We employ the best qualified individuals without regard to race, color, religion/religious creed, national origin, ancestry, age, genetic information, sex, gender identity or expression, sexual orientation, disability or military status.