

HEARTBEAT INTERNATIONAL

Job Description

TITLE: *Office Assistant (Non-exempt)*
REMOTE WORK STATUS: Position reports/is based in HBI main office
DEPARTMENT: Mission Advancement
REPORTS TO: Director, Mission Advancement

SUMMARY

The Office Assistant performs a variety of general and advanced administrative tasks to support the development of donor relationships and in support of general office operations. All tasks and responsibilities are performed in accordance with and to promote Heartbeat International's pro-life mission and vision and Christian core beliefs and core operational values.

PRIMARY RESPONSIBILITIES

Approximately 70% of the employee's time will involve the accurate and timely performance of at least three of the following tasks and responsibilities. The percentage of employee time spent on each task will vary.

1. Performs Virtuous CRM updates and maintenance. Scan/upload notes and activities to Virtuous. Assist with maintaining "removes/updates" from Donor Acquisitions and other mailings. Enter donations received into Virtuous. This includes importing donations from other sources into the database and verifying the accuracy of donations entered by the caging company. Produce daily donation report and submit report to the Bookkeeper. Responsible for verifying accuracy and determining appropriate coding. Responsible for creating and cleaning up the mail lists from the Virtuous CRM. May initiate updating of records, logs, etc., based on established guidelines.
2. Mail. Assists with opening daily mail. Provides support in sending out invitations, samples, and in progressing other Mission Advancement mailings, as well as following up on the status of invitations. Responsible to produce the mail list for receipts, merge the receipt letters and complete all other processes to get them in the mail. Practice techniques to ensure security of donations received and protect donor confidentiality.
3. Communication. Answer phones, retrieve voice mail messages and email, greet visitors, transfer calls and information, screen calls and other communication. Communicate cooperatively with other staff, the various HB constituencies, and the general public to obtain, gather, and provide information. Communicate with staff, callers, and visitors in a way that encourages and promotes an office atmosphere that is supportive of HB's mission, vision, core beliefs, and core operational values, including sharing the Gospel and prayer when appropriate.
4. Donor relations. Cultivate, solicit, and steward prospects among lower tier of HBI donors. Track and measure responsiveness of donors from connections made.
5. Support for donors. Contact donors to update and verify their information. Respond to basic telephone inquiries from donors. Assist with preparation of donor thank-you correspondence. Touch each donor with relationship building in mind.
6. Assure that all processes for the office are completed according to established schedules and in a timely manner. Work with other department employees and volunteers to assure all tasks are completed.

SECONDARY RESPONSIBILITIES

Approximately 30% of the employee's time may involve the accurate and timely performance of a least three of the following tasks and responsibilities.

1. Serve as backup for other clerical/administrative positions within the Mission Advancement team.
2. Maintains samples in binders.
3. Maintains filing for Life Builders. Serves as back-up to Executive Assistant in sending out Life Builder packets.
4. Arrange for volunteer help and oversee the work of Mission Advancement volunteer team; complete projects pending from volunteer team.
5. Assist with special projects as assigned by supervisor.

SUPERVISION (Received/Exercised)

Work performed independently with supervision available. Organize work and sets priorities based on schedule and office priorities established by supervisor. Supervisor regularly reviews non-routine work and periodically reviews routine work. Evaluate information to determine appropriate process based on established guidelines.

QUALIFICATIONS

1. High School graduate (or equivalent).
2. Three years office experience or training required, including answering phones, record keeping, word processing/data entry, and multitasking.
3. Word processing and strong data entry skills including accurate typing speed of 40 words per minute required. Excel proficiency required. Database experience also necessary. Familiarity with Microsoft Word strongly preferred.
4. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others. Treat others with respect, honesty, and integrity, working towards Christian (scripture base) peace and unity.
5. Professional and pleasant business oral communication skills. Good written communication skills.
6. Ability to handle multiple tasks accurately and timely.
7. Detail oriented.
8. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff.
9. Ability and willingness to demonstrate commitment to Heartbeat International's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
10. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
11. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.