



**Job Title:** Administrative Support Coordinator

**Department:** Administration

**Reports to:** Director of Support Services

**FLSA Status:** Non-Exempt

**Salary Grade:** TBD

**Date Revised:** October 26, 2018

**General Description of the Work:**

Victory Mission's Administrative Support Coordinator requires the heart of a missionary and the skills of an experienced executive administrative assistant. The successful candidate should be outgoing and friendly with a friendly personality and a natural talent for customer service. We want everyone who enters the Mission to feel welcome. We are looking for an individual who is efficient and comfortable being a member of a team. The ability to multi-task, while managing administrative support, is essential in this position.

**Essential Job Functions:**

- Support to leadership by performing administrative and accounting activities for Administration, Development, Marketing and Outreach, including but not limited to:
  - Performs accounting functions such as reconciling credit card statements, balancing petty cash, issuing purchase orders, scanning accounting documents into billing system.
  - Perform human resource functions such as posting job positions, reviewing and responding to applicants, calendaring meetings with managers and potential hires. Proof timesheets and collate payroll details for accountant.
  - Assist development staff with donor communications from mailings to entering gifts
  - Assist in onboarding employees as needed and coordinating benefit details.
  - Ordering office and operations supplies as needed
  - Proofing letters/brochures/newsletters
  - Support with special events as needed
  - Answers telephone in a polite and courteous manner and directs calls to appropriate individual making every effort to locate the designated person. Responds to voice mail messages promptly.
    - When necessary, takes messages ensuring that name, telephone number and message content is correct and delivered to correct individual. Follows up when urgency is needed.
  - Basic clerical functions as filing, picking up mail, running errands upon request

**Supervisory Responsibilities and Relationships:** Reports to and is evaluated by the Director of Support Services. Supervisory duties may include overseeing volunteers assisting in the administrative offices. The ability to work well with all staff as needed.

**Qualifications:**

- Ability to work in a team environment and interact with all levels of Victory Mission staff, volunteers and the public.
- Minimum of 1+ years' professional office preferred
- 1+ years' customer service experience preferred
- Excellent written and verbal communication skills
- Must have at least intermediate knowledge and skill with Microsoft Office 2010 or higher used for word processing, email, presentations, and spreadsheets
- Experience with QuickBooks and Bill.com preferred
- Ability to lift and/or move up to 30 pounds with the expectation that items in excess of 30 pounds would be broken down into smaller components or additional assistance is required before lifting and/or moving.
- Portrays a positive professional public image at all times.
- Recognizes, appreciates, accepts and values differences in people and treats all with dignity and respect.

**Personal Attributed and Values:**

- Have a personal relationship with the Lord Jesus Christ and a deep desire to serve Him
- Be a consistent witness for Jesus Christ; Possess and demonstrates excellent integrity
- Exhibits spiritual maturity as defined by evangelical biblical standards
- Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life transformation in a multi-ethnic urban ministry setting
- Demonstrates a courteous and Christ-like manner with internal and external partners
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**Equipment Used:**

- Computer with Microsoft Office, Google Apps for Business and other programs.
- Ability to drive
- Standard office equipment: copier, fax, shredder, calculator and multi-line telephone.

**Physical Demands:**

With any position at Springfield Victory Mission it is impossible to predict the many requests and assignments that can and will be made on an employee. This is the case with this position. Flexibility and a cooperative spirit are crucial characteristics of the person who holds this important position and for the successful operation of the Springfield Victory Mission services. Typically the employee will be asked to sit for an extended period of time, move from place to place, interact with other staff, and lift items of 30 lbs. or less.

**Education and/or Certification:**

High school certificate or GED; any business courses are preferred.  
Valid Missouri Driver License that will be approved by our insurer

**Requirement:** Springfield Victory Mission is a 501(c)(3) non profit, evangelical Christian Ministry; as such employees must share the Code of Conduct, and adhere to the Mission's employee manual and guidelines set forth by the ED

My signature below acknowledges that I have read and understand the job description listed above:

Signed:

Date:

Print Name:

Supervisor:

Date:

Print Name: