



JOB DESCRIPTION

Position title:	Office Coordinator
Department:	Finance & Administration
Reports to:	Director of Finance & Administration 0.5 FTE Development Operations Manager 0.5 FTE
Date:	September 2020

Our Vision

A neighborhood where every person's worth is celebrated, and all people thrive.

Our Mission:

We seek a just society, nurturing spirits through ministry, housing, advocacy, and community services.

Our Core Values

Acceptance – we practice a presence of acceptance – caring for people no matter who they are, no matter where they are on life's journey, no matter their race, gender identity/expression, or who they love. We meet people where they are and offer help when asked.

Discernment – we develop and grow our skill at using critical thinking and judgement in our interactions with the community we serve. We know that behaviour is, in itself, communication and sometimes rules cannot be one-size-fits-all. And that the world does need rules. We use the same skills to plan how the organization should respond to the neighbourhood we serve.

Empathy – we practice empathy – truly seeing and hearing the experience of those around us. Empathy communicates to those we serve: "You are not alone."

Accountability – we show up and we go the extra mile. We deal with our own issues and we take ownership and responsibility for our work and its impact.

Social Justice – we aspire to a sustainable and equitable society.

Each job within the First United Church Community Ministry Society should in some way promote our accomplishment of this vision and mission.

POSITION OBJECTIVE

Be a welcoming presence at First United by greeting visitors and answering all incoming calls in an effective and efficient manner. Maintain the admin & capital campaign office areas. Provide overall administrative support to ensure effective and efficient administration.

DUTIES AND RESPONSIBILITIES

GENERAL OFFICE DUTIES

- Answer all phone calls (external and internal) in an efficient, warm and respectful way. Redirect calls/inquiries as appropriate and/or take messages. Respond as soon as possible to all callers who have left voicemail messages
- Monitor office supply inventory and order supplies, including stationery and toner, as required
- Assist with maintenance of inventory and asset lists for company property, including computers and other IT equipment
- Provide administrative support for governance functions and supporting the Board of Directors for both First United Church Community Ministry Society and First United Church Social Housing Society
- Coordinate the servicing of office equipment such as photocopiers, fax, and postage meter
- Maintain staff lists and contact information, distributing updates to org-wide phone lists
- Act as point-person for tech support when system-wide networking or internet issues arise
- Sort organizational mail with Development or Finance staff and maintain appropriate mail logs
- Book meeting rooms and arrange for refreshments/catering when required
- Work with management team, assisting with administrative work, including document formatting, maintaining appropriate filing, photocopying, and arranging couriers/mailings as required
- Assist organizational credit card holders with monthly credit card reconciliations and reports
- Other duties, as required

DEVELOPMENT DUTIES

- Assist Development Operations Manager to process all streams of income accurately and completely:
 - Create and edit batches in Raiser's Edge software
 - Enter gifts and commit gifts into Raiser's Edge software daily
 - Be able to draw inferences from gifts such as needing special thanks or having a special relationship with First United and direct information to appropriate parties
 - Issue and send receipts
- Assist Development Operations Manager to ensure donor relations maintained in a professional and courteous manner:
 - Use a superior command of written and spoken English to enable letter editing and effective phone conversations
 - Develop a comprehensive understanding of the demographics of our database and the ability to adjust communication as needed
 - Collect and seek any changes or renewals of donor credit card numbers
 - Resolve payment problems with donors; escalating donor feedback as necessary
 - Respond to donor inquiries in a timely manner

- Other development duties, including working with volunteers, providing materials, and helping with special events, as required.

SCOPE OF RESPONSIBILITY

Supervisory responsibility

None

Latitude

The incumbent works under the supervision of the Director of Finance & Administration and the Development Operations Manager. If clarification is required, it is expected that the incumbent will request further direction from the appropriate manager.

INTERNAL/EXTERNAL RELATIONSHIPS

- Regular communication is maintained with all levels of staff and management as work is assigned and completed, and information exchanged on an ongoing basis.
- First United Staff: to exchange information, advise of receive instruction on specific tasks (i.e. setting up meetings, telephone calls) and to communicate daily
- General public: regular communication, to answer general inquiries, emails, etc.

QUALIFICATIONS

EDUCATION

- High School Diploma

REQUIRED SKILLS:

- Demonstrated skill at entering complex information into a database
- High degree of proficiency in MS Office, including Word, Excel, PowerPoint and Outlook
- Speed and accuracy in completion of tasks, including data entry
- Attention to detail and consistency in managing repetitive situations
- Superior writing skills
- Excellent telephone and communication skills
- Excellent organizational and problem-solving skills
- Fluency in English
- Ability to work in a fast-paced environment
- Friendly, professional demeanour
- Ability to handle sensitive/confidential information responsibly
- Ability to report to two different direct supervisors

PREFERRED SKILLS:

- Experience with Raiser's Edge software (or other CRM/database)
- Experience using MS Excel to manipulate and analyze data

- Previous experience in a clerical/administrative position
- Previous experience in a charity/non-profit environment
- Previous experience in a unionized environment

Union Position: UFCW 1518

Starting Wage: \$20.52 – \$23.90 (based on seniority in UFCW1518)