



## OFFICE COORDINATOR POSITION DESCRIPTION

---

<b>EFFECTIVE DATE:</b>	<b><u>04/15/2022</u></b>	<b>DEPARTMENT:</b>	<b><u>AOW</u></b>
<b>FLSA CLASS:</b>	<b><u>Non-Exempt</u></b>	<b>DRIVING CLASS:</b>	<b><u>N/A</u></b>
<b>FTE STATUS:</b>	<b><u>.5 (Part-time)</u></b>	<b>BENEFITS:</b>	<b><u>NON-Eligible</u></b>
<b>REPORTS TO:</b>	<b><u>Executive Director</u></b>		
<b>SUPERVISES:</b>	<b><u>N/A</u></b>		

---

### GENERAL SUMMARY:

The Office Coordinator serves as one of America On Wheels (AOW), first points of contact for guests, visitors, and donors. The position is under the direct supervision of the Executive Director with additional reporting responsibilities to the Director of Sales & Events; and is responsible for providing coordination and oversight of AOW's reception area, copy and supply room, and administrative office support services.

Responsibilities include, but are not limited to: Welcoming and assisting visitors entering the museum; Answering and routing of incoming calls and emails; Assisting the public with website navigation and on-line memberships; Providing office machine training; Coordinating office machine maintenance and repair; Requisitioning and maintaining office supplies; Preparing and distributing mail and FedEx shipments; Creating in-house reports, and weekly updates; Processing and reconciling purchase orders; Assisting the operations of the retail store; and Providing administrative support to all departments within the Museum in support of the common vision, mission, and goals of the organization.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

This position requires work one weekend per month and is a 20-hour per week position.

### PRIMARY OBJECTIVES:

1. Serve as one of the first points of contact for callers, guest, members, and donors while representing the Museum in a professional manner and with an attitude of excellence;
2. Ensure the smooth running of AOWs Administrative Office and coordinate the functions of the reception area and copy room to maintain AOW's professional image and excellence in service;

3. Serve as a main administrative conduit for internal and external communication while maintaining professionalism and confidentiality;
4. Streamline administrative processes and reporting to maximize efficiency and effectiveness in work-flow and communications;
5. Provide administrative support to all departments within the Museum to support the common vision, mission, and goals of the organization;
6. Promote teamwork and positive employee morale by executing duties with a positive attitude that remains solution focused.

### **MAJOR RESPONSIBILITIES:**

1. Serve as the primary point of contact for all internal and external communications for the administrative office, including welcoming and responding to guest needs, correspondence, answering incoming calls and routing callers and emails to appropriate parties; appointment scheduling, and other critical communications as needed;
2. Provide coordination and oversight for office supply ordering and office equipment maintenance;
3. Prepare, process, and distribute mail and FedEx shipments. Assist in preparing, packaging, and sending mailings, packages and gifts to donors, members and other constituents in order to foster stewardship of AOW's donor base;
4. Assist in the new employee onboarding process, including programming phones, assigning mailboxes, requisitioning business cards and training employees on the proper use of office equipment;
5. Create and disseminating daily, weekly, and monthly reports and/or publications for internal and cross departmental use;
6. Complete various administrative duties in support of all departments within the Museum and in alignment with organizational objectives and departmental goals;
7. Arrange corporate travel and meeting logistics by developing itineraries and agendas, booking other transportation, arranging lodging, providing meeting accommodations, and traveling for the Executive Director and Director of Sales & Events as necessary;
8. Provide retail sales assistance to guests and responsible for processing sales transactions to include cash, receipt, and safe reconciliation;
9. Creating and submitting the bi-weekly newsletter;
10. Promote, sell, and upsell AOW's event space, group tour, and visitation packages; promote AOW visitation and the Museum as a destination for tourism; oversee operational aspects of private events; create, negotiate, and execute client contracts; establish and maintain vendor relationships; ensure seamless execution of private events; provide day-of vendor and client support; maintain and update the event database; and gather metrics and create reports.

### **QUALIFICATIONS:**

The incumbent for this position must be at least 21 years of age and possess: a High School diploma or GED, with a minimum of two (2) years clerical or office administration experience. Additional relevant education or experience may be substituted one for the other, on a year for year basis. The incumbent for this position must be a team player and able to work independently and collaboratively among all departments within the Museum.

**Additionally, the incumbent must possess:**

1. The ability to pass an in-depth background investigation including criminal history, employment and education records, and personal references;
2. Excellent organizational and administrative skills and the ability to manage and prioritize a wide range of tasks with competing timelines and interests while meeting deadlines;
3. A solid proficiency in the English language with professional communication skills including interpersonal, verbal, non-verbal, formal presentation, and written communications - Bilingual abilities are preferred;
4. Intermediate to advanced skills in M.S. Word, Excel, and Outlook;
5. A keen attention to detail with the ability to critically analyze and resolve quantitative and logistical problems;
6. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;
7. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team-oriented approach and attitude;
8. An ability to deal with information in a confidential manner and respond with sensitivity to the needs and concerns of others;
9. The skills and ability to positively and professionally function as part of a team environment and promote teamwork with a positive and solution-focused attitude;
10. Experience in operating point-of-sales equipment and cash handling;
11. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
12. An understanding of the various stakeholders' needs and the ability to meet those needs with a collaborative approach that fulfills the mission of the Museum;
13. The discernment and good judgment needed to differentiate between confidential, sensitive and general information and the ability to maintain confidentiality accordingly;
14. The ability to lift up to 30 lbs. periodically, stand, sit, and work on the computer for extended periods of time, bend stoop, and twist regularly, manipulate items with fingers frequently, operate typical office machinery regularly, visually inspect, compare, and analyze written data regularly, read and interpret manuals and instructions, and effectively communicate verbally, and in written format regularly.