



AMERICA'S CAR MUSEUM®

OFFICE COORDINATOR POSITION DESCRIPTION

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| EFFECTIVE DATE: | <u>09/27/16</u> | DEPARTMENT: | <u>Administration</u> |
| FLSA CLASS: | <u>Non-Exempt</u> | DRIVING CLASS: | <u>Required</u> |
| FTE STATUS: | <u>1.0 (Full-time)</u> | BENEFITS: | <u>Eligible</u> |
| REPORTS TO: | <u>President & COO</u> | | |
| SUPERVISES: | <u>N/A</u> | | |

GENERAL SUMMARY:

The Office Coordinator serves as one of ACM's first points of contact for guests, visitors, and donors. The position is under the direct supervision of the President & Chief Operating Officer (COO) and is responsible for providing coordination and oversight of ACM'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 Administrative Office; 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, newsletters, and weekly updates; Processing and reconciling purchase orders; Tracking and processing of external donation requests; 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.

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 ACM's Administrative Office and coordinate the functions of the reception area and copy room to maintain ACM's professional image and excellence in service;
3. Provide administrative support to all departments within the Museum to support the common vision, mission, and goals of the organization;

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4. Streamline administrative processes and reporting to maximize efficiency and effectiveness in work-flow and communications;
5. Serve as a main administrative conduit for internal and external communication while maintaining professionalism and confidentiality;
6. Promote teamwork and positive employee morale by executing duties with a positive attitude that remains solution focused.

MAJOR RESPONSIBILITIES:

Under the direction of the President & COO, the Office Coordinator will be responsible for the following major responsibilities:

1. Welcoming and responding to guest needs, answering phones, and routing callers and emails to appropriate parties;
2. Providing coordination and oversight for office supply ordering and office equipment maintenance;
3. Preparing, processing, and distributing mail and FedEx shipments;
4. Assisting 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. Creating and disseminating daily, weekly, and monthly reports and/or publications for internal and cross departmental use;
6. Completing various administrative duties in support of the all departments within the Museum and in alignment with organizational objectives and departmental goals;
7. Maintaining professional boundaries and behavior, including a positive, collaborative, solution focused, and team-oriented attitude.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age and possess: an AA or AAS degree 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. Experience working with MailChimp and within Altru or Raiser's Edge is highly desired. 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;

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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. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
11. 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;
12. The discernment and good judgment needed to differentiate between confidential, sensitive and general information and the ability to maintain confidentiality accordingly;
13. 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.

RESPONSIBILITIES:

GUEST, MEMBER, AND DONOR RELATIONS:

1. Welcomes, assists, and routes all individuals visiting ACM's Administrative Office, including overseeing the sign-in and sign-out process;
2. Answers all incoming phone calls and voicemails to the main line and screens, forwards, and/or takes messages as appropriate;
3. Assists callers with website navigation issues and passes along website concerns to appropriate parties;
4. Assist guests in completing the on-line membership form or completes a manual membership form on behalf of the guest (including new, renewal, and gift memberships) and passes it along to membership for processing;
5. Assist members in updating constituent records within Altru and notifies Development Department of the changes;
6. Apprises Development Department of all member and donor issues as they arise.

OFFICE / ADMINISTRATION COORDINATION:

1. Oversees and coordinates the reception area to ensure effective telephone and mail communications, both internally and externally, to maintain ACM's professional image;
2. Oversees and coordinates all general office administration tasks, including general office supply orders, equipment maintenance, filing, mail box assignments, and general office appearance;
3. Maintains organization of mailroom / break-room;
4. Administers the master calendar, including accepting events, color coding events, and alerting parties to scheduling conflicts;
5. Creates administrative forms and quick-reference process sheets as needed or directed to streamline administrative processes and reporting so as to maximize efficiency and effectiveness in work-flow and communications across departments, including, updating the internal phone list as information changes;

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6. Creates flowcharts, instructions, cheat-sheets, forms, etc., to streamline administrative processes and assist in training personnel in office/administrative processes;
7. Assists in the creation and editing of museum policies as directed;
8. Assists in the onboarding of new employees by providing phone and office equipment training, ordering business cards, programming phones, assigning mailboxes, and updating the internal phone list;
9. Updates employee, volunteer, and public phone notification system during unscheduled or emergency museum closures;
10. Cross-trains Guest Service Representatives on phone and reception duties to facilitate fill-in for breaks and lunches.

PRESIDENT & COO ADMINISTRATIVE SUPPORT:

1. Functions as assistant to the President & COO;
2. Works with President & COO and Development Department to order, program, and maintain accurate records of member access cards;
3. Creates monthly Purchase Orders for the corporate account credit card;
4. Assists with ordering and distributing name tags and nameplates for board meetings;
5. Assists with the planning and coordinating of the annual staff holiday party.

MAIL, EMAIL, & FAX SERVICES:

1. Retrieves daily mail at post office in Tacoma and main office and sorts and distributes appropriately;
2. Logs, photocopies, and endorses all incoming checks, distributes photocopies, and forwards the checks to Finance;
3. Creates and emails daily check log to pertinent staff;
4. Reads and responds/forwards all incoming general museum emails, including answering complaints / questions with input from pertinent parties;
5. Receives daily faxes and forwards faxes to intended recipients or appropriate parties;
6. Assists with mailings for various Departments, including packing, scheduling, and shipping;
7. Provides oversight of all FedEx ordering, including creating FedEx shipments, tracking orders, and creating purchase orders on FedEx shipments, including, tracking cost variances, invoice numbers, and submitting PO's to Finance by individual and department for accounting purposes;
8. Mails collateral to requesting parties;
9. Assigns and provides oversight and editing of employee mailboxes in the Administrative Office;
10. Processes all outside donation requests to ACM in accordance to policy, creates, edits, and sends approval and denial letters, maintains the updated log of all requests and fulfillments, and creates quarterly summary reports for President & COO;
11. Creates monthly postage meter and copy usage reports and submits reports to Finance for departmental billings;
12. Assists Marketing in the collection of content for the ACM Family Albums as directed.

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13. Assists with the updating of member information and entering of new members into Altru as needed;
14. Performs other general administrative support duties, including fulfillment of data requests, mailings, filing, word processing, spreadsheets, presentation graphics, preparing correspondence, photocopying, collating, binding, faxing, scheduling meetings, travel arrangements, etc.

OFFICE EQUIPMENT & SUPPLIES:

1. Promotes effective and efficient utilization of all company resources and supplies;
2. Orders general office supplies and special orders for Staff from approved vendors (Chuckals, Costco, Staples, and ULine) tracks all orders by individual and department for accounting purposes, checks in supplies upon delivery, and restocks or distributes delivered supplies;
3. Orders toners and supplies for copy machine, records meter readings, and serves as point of contact for maintenance needs and troubleshooting;
4. Orders and maintains supplies of ACM branded envelopes, letterhead, and stationery;
5. Orders business cards for eligible employees and maintains a supply of all cards at the reception desk for distribution to visitors as appropriate;
6. Maintains postage meter including weekly cleaning, ordering of supplies, programming of departments, monthly accounting reports, and maintaining manuals;
7. Creates PO cover sheet for each office supply order invoice;
8. Maintains up-to-date knowledge and technical skills needed to serve as the ACM's expert regarding phone and office equipment training and troubleshooting;
9. Orients and trains employees in office equipment operating procedures, including: phones, copier, postage machine, paper cutter, laminator, comb-binder, letter folder, etc;
10. Ensures all office equipment is operational and maintained as needed, including placing service and repair calls for all office equipment as needed;
11. Programs phone system, including, adding and deleting lines and mailboxes, setting up voicemail for new lines, reprogramming new lines, creating and editing hunt groups, programming dynamic extensions, programming dialing restrictions, writing phone scripts, recording all public phone messages, and troubleshooting;
12. Sorts incoming periodicals, creates reading circulation lists, stocks and rotates periodicals between the main office, Concours Club, and Club Auto, and compiles selected periodicals for the reference library.

IN-HOUSE PUBLICATIONS & MINUTES:

1. Creates and distributes the weekly 'Road Map' – listing all weekly events and activities and the corresponding spaces involved, and points of contact;
2. Functions as the secretary for Board Committees and substitutes as the secretary for other committee secretaries, as needed, including: taking minutes, compiling and making edits, and distributing final drafts to all attendees;
3. Creates the ACM Employee Newsletter in coordination with all departments and submits draft to HR for technical review, then distributes final copy via MailChimp;

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OTHER:

1. Communicates in a friendly, professional, and helpful manner with all employees, board members, guests, and external contacts;
2. Maintains a positive attitude that is solution and team focused;
3. Maintains the flexibility to accommodate occasional evening and weekend work as needed;
4. Provides back-up assistance to other office staff and departments to help alleviate workload issues;
5. Assists with department projects as needed and as time allows, e.g., performing mail merges and mailings for events like Meet at the Ace and Kirkland Concours, designing and creating of table numbers and name tags for Gala events, assisting with registration at after-hours events, etc.);
6. Conducts occasional event/product research;
7. Utilizes MS-Word and Excel to generate communications and reports;
8. Utilizes MS-Outlook for email communications, and scheduling;
9. Participates in continuing educational opportunities for professional growth and development;
10. Performs additional duties and supportive tasks as assigned or needed.

Printed Name

Signature

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