

**We envision a world where all youth achieve their full potential.**

**Our mission:** to build and support one-to-one relationships to ignite the biggest possible futures for youth.

**OFFICE & EVENTS COORDINATOR**

*Big Brothers Big Sisters of the North Coast was founded in 1969 as a non-profit organization with the purpose of forming meaningful relationships between caring, responsible adults and disadvantaged children through one-to-one matches; today BBBS is the premier mentoring organization in the North Coast region. Studies have shown that children who have the support and friendship of an adult role model are more likely to stay in school, have better relationships with adults and peers, and have higher self-esteem. We believe that every child deserves the chance to succeed!*

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**Reports to:** Executive Director

**Works in coordination with:** Agency staff and volunteers

**Hours per week:** 32-40

**Compensation:** Starting at $21.50/hour

**To apply:** Email cover letter, résumé, and at least 3 non-personal references to office@ncbbbs.org. Résumés without cover letters will not be considered. No phone calls please. **Position open until filled.**

**Job Summary:** This position is responsible for the general day-to-day operations of this community-based nonprofit organization. This includes all aspects of administrative support for agency activities and program as assigned by the Executive Director – including but not limited to monitoring the office phones and email, word processing, graphic layout, data entry, photocopying, filing, general office maintenance and upkeep, and record-keeping. Additionally, the Office and Events Coordinator will support the planning and execution of all special events, as well as help identify and develop strategic engagement and fundraising opportunities.

**Minimum Qualifications:**

* High school diploma or equivalent
* A clear background and fingerprint check
* Must be willing to have extensive contact with the public
* Interested in working in the non-profit field supporting the BBBS Mission and Vision
* Ability to maintain professional work standards with little to no supervision
* Optimistic, organized, and collaborative
* Commitment to excellent customer service
* Proficiency with the Microsoft Office Suite and Google Docs
* Excellent oral and written communication skills
* Willing to occasionally work weekends and extended hours for special events.

**Essential Duties and Responsibilities**

**General Administration:**

* Answer all incoming calls and route to appropriate staff
* Make outgoing calls as requested
* Process all incoming and outgoing mail
* Update website and social media postings
* Filing and photocopying as needed
* Assist with agency record /database maintenance
* Coordinate mailings as needed to families, donors, and volunteers
* Order and maintain office supplies
* Receive and record payments
* Track donations, both cash and in-kind
* Provide administrative assistance to the Executive Director & Program Staff as needed
* Maintain office order and cleanliness
* All other duties as assigned

**Fundraisers and Special Activities:**

* Coordinate fundraising events
* Solicitation of donations, event sponsors, and fundraising teams
* Recruit and coordinate volunteers and duties of volunteers during fundraising events
* Write letters and emails, coordinate bulk mailings, and billings
* Maintain volunteer and donor database and data entry
* Maintain email listservs
* Promote fundraisers and agency activities
* Work with program staff to organize participants at special events
* Distribute brochures, posters, and tickets as necessary
* All other duties as assigned

**Program Support:**

* Process all client and volunteer inquiries and applications
* Assist with volunteer reference calls
* Maintain accuracy and confidentiality of client and volunteer records and database information
* Print and Post Anniversary and Birthday Incentives
* Maintain Incentives volunteers
* All other duties as assigned

**Knowledge, Skills, and Abilities Associated with this Position Include:**

• Excellent customer service skills.

• Contribute to maintaining positive office morale, even in the face of high work volume

and challenging periods.

• Ability to draft and compose correspondence and standard reports.

• Ability to effectively handle a broad range of interpersonal contacts, including those

at a higher level and those sensitive in nature.

• Must be attentive to detail and work effectively independently as well as within a team

environment.

• Confidentiality and discretion is essential.

• Ability to work effectively in a small but dynamic organization.

• Microsoft Office Suite including word merges, Sales Force and fundraising tools.

• Ability to interpret and apply policies, laws, and regulations governing charitable

giving.

• Ability to perform standard business math, such as calculate ratios and percentages,

track financial data and make simple projections.

• Experience with relational databases.

• Ability to efficiently contribute to multiple projects, set appropriate priorities, and meet

competing deadlines.

• Use logic and reasoning to identify opportunities for alternative solutions, conclusions,

or approaches to challenges.

• Demonstrated sensitivity to cross-cultural perspectives and experiences.