



POSITION: Administrative Support Specialist

DEPARTMENT: Administration

REPORTS TO: President/CEO

FLSA: Non-Exempt

UPDATED: 11/1/23

Part-time (20 hours/week)

Salary: \$18-\$20 per hour

POSITION SUMMARY

The Administrative Support Specialist is responsible for providing comprehensive support to the CEO, Board of Directors, and SOA leadership team and managing the organization's office operations. This dynamic position requires the ability to anticipate needs, think critically, and offer solutions to problems with a high level of professionalism and confidentiality.

The person in this position must be creative and enjoy working in a small, entrepreneurial environment that is mission-driven, results-driven, and community oriented. The Administrative Support Specialist will be self-motivated and have the ability to work independently on projects, from conception to completion, and must be able to handle a wide variety of activities and confidential matters with discretion.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all-inclusive and may include other duties and responsibilities as management may deem necessary from time to time.

Executive Support

- Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the organization, including assisting with special projects; designing and producing complex documents, reports, and presentations; collecting and preparing information for meetings with staff and outside parties; composing and preparing correspondence; maintaining contact lists; and completing expense and mileage reports for the CEO.
- Act as a liaison and provide support to the Board of Directors. Arrange and handle all logistics for Board meetings and events: schedule meetings, send meeting invitations, draft agendas, develop, compile, and distribute presentation materials and record meeting minutes on behalf of the Board Secretary. Adhere to compliance with applicable rules and regulations set in bylaws regarding Board matters.
- Serve as primary point of contact for internal and external constituencies on all matters pertaining to the CEO, including those of highly confidential nature. Communicates directly, and on behalf of the CEO, with Board Members, donors, and community partners. Prioritize and determine appropriate response, exercising judgement to reflect the CEO's style and organization policy.

- Provide calendar management for CEO. Prioritize inquiries and requests while helping solve conflicts, make judgements and recommendations to ensure smooth day to day operations.
- Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Act as a “barometer”, having a sense for the issues taking place in the environment and keeping the CEO updated. Anticipate CEO’s needs in advance of meetings and events.
- Invest in building long-lasting relationships both externally and internally.
- Maintain open communication with the SOA team, providing information and documents as needed.
- Coordinate all leadership team meetings and assist with staff meetings and organization events as needed.

General Office, HR, and Accounting Support

- Manage all aspects of the organization’s office services. Evaluate and assist in developing office policies and procedures for improved workflow and anticipate future needs as organization grows.
- Assist in the selection of vendors and purchase equipment, services, and supplies necessary for operation of the organization.
- Replenish office materials such as paper, pens, water, printer supplies, and other office supplies.
- Reconcile bank accounts monthly.
- Assist with filing accounting and HR data and forms.
- Assist HR with job postings and setting up interviews as necessary.

Program Support

- Enter data into SAMS, a federal database, for the dining program including participant demographic information and meal attendance/participation information.
- Create updated dining rosters on a weekly basis for meal site coordinators.
- Provide SOA management with accurate, timely reporting of the performance of the five Senior Center Meal Sites.
- Serve as the point of contact for Milwaukee County DHHS Aging and Disability Services personnel, catering, and Senior Center/Dining Site staff regarding SOA’s Senior Center Meal Site program.
- Collect and submit dining reservation numbers to caterers on a daily basis.
- Maintain dining center policies and procedures and training records for SOA’s dining staff.

General Responsibilities

- Responsible for updating written Senior Center, Dining, and Administrative policies and procedures as needed.,
- Pick up supplies, materials, or food/drink, as needed, from local retailers and vendors when delivery service is not an option. If needed, drop purchased items at other SOA locations.
- Other duties as assigned.

REQUIRED MINIMUM QUALIFICATIONS

Education Requirements:

- Associate degree required; Bachelor’s Degree preferred.

Experience Requirements:

- Two years administrative support experience, preferably in a nonprofit organization
- Passion for working in an environment that supports older adults
- Ability to maintain a high level of discretion in handling confidential information
- Very strong interpersonal skills and ability to build relationships with stakeholders including staff, board members, external partners, and donors
- Advanced proficiency with Microsoft Office products, including Word, Excel, and PowerPoint
- Gmail and Google Suite experience desirable
- Strong written and verbal communication skills
- Exceptional organizational skills and impeccable attention to detail
- High degree of professionalism in dealing with diverse groups of people, including Board members, staff, volunteers, community leaders, donors, and funding partners
- Ability to make appropriate, informed decisions regarding priorities and available time
- Ability to complete tasks and projects timely and accurately with little or no guidance
- Forward thinker who actively seeks projects and opportunities and proposes solutions
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround
- Excellent judgement is essential
- Ability to switch direction/priorities at a moment's notice
- Ability to work independently and in a team environment.
- Ability to work well with people of all cultures and backgrounds.

In evaluating candidates for this position, SOA may consider a combination of education, training and experience which provides the necessary knowledge, skills, and abilities to perform the essential duties of the position.

Must have a valid driver's license, access to a vehicle, and adequate vehicle insurance.

PHYSICAL DEMANDS

While performing the essential functions of this job, the employee is frequently required to sit, talk, or listen. The employee must occasionally lift and/or move up to 30 pounds.

Specific vision abilities required of this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described in this position description are representative of those an employee encounters while performing the essential functions of this job.