



Office Administrator

Background

Freedom Service Dogs of America is a nonprofit organization located in Englewood, CO that unleashes the potential of dogs by transforming them into custom-trained, life-changing assistance dogs for people in need. Clients include children, veterans and active duty military, and other adults. Their disabilities include autism, traumatic brain injury, cerebral palsy, spinal cord injuries, muscular dystrophy, multiple sclerosis, and post-traumatic stress disorder.

Position Summary

Position Title: Office Administrator

Position Type: Full time, non-exempt

Compensation: \$18.00- \$19.25/hour

Benefits: Medical, dental, and vision insurance covered in part by employer; 401k plan with company match.

Summary

Provide administrative and clerical support to the Director of Finance & Administration, President & CEO, and to others as the Organization requires. Provide reception and answer phones, routinely communicate and work with volunteers, donors, employees, visitors, vendors and other individuals of significance to the organization. Type, file, schedule, coordinate meetings and conferences, order supplies, oversee building maintenance, assist with accounts payable and receivable, and perform other routine clerical functions. Reports to the Director of Finance and Administration.

Essential Functions

The essential functions listed below are intended only as illustrations of the various types of work that may be performed; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to be completed by the position:

Administrative

- Organize and prioritize large volumes of information, calls and visitors.
- Anticipate work needs and follow up on own initiative. Accomplish responsibilities with minimum supervision in a timely manner while communicating consistently and appropriately with management.
- Answer phones and provide information to callers on routine questions, take messages and transfer calls to appropriate individuals for non-routine questions.
- Provide reception coverage by greeting visitors in a professional manner, handling inquiries, and directing them according to their needs.
- Interface with members of the public, donors, volunteers, employees, visitors and vendors, maintaining a positive attitude and projecting a positive image of the Organization.
- Create and develop correspondence, documents and presentations.
- Schedule and organize activities and events, such as conference calls, meetings, appointments, team building activities, and travel, for members of the Organization, and manage the Organization's master calendars.
- Prepare outgoing mail, packages, and correspondence. Sort and distribute mail. Maintain postage accounts.
- Provide executive assistance to the President & CEO as requested.

- Assist Director of Finance & Administration with accounts payable and receivable utilizing QuickBooks Online.
- Order and maintain all office supplies, dog training supplies, and kennel supplies.
- Order food from local restaurants to support Organization's functions.
- Coordinate maintenance of facility, lawn care, vehicles, and equipment with vendors and handyman. Maintain calendar for building maintenance, vehicle maintenance, and vendor contract renewal. Source new vendors as needed.
- Work directly with IT company to oversee all IT needs for the organization.
- Assist staff in operating office equipment, such as computers, fax machine, copiers, and phone systems. Assist staff in operating computer programs including Office 365 and Adobe.
- Maintain and update paper and electronic filing systems for records, correspondence and other material. Retrieve information from files when needed.
- Serve as an administrative liaison to the Board of Directors, prepare documents for onboarding new members, and coordinate board meetings.
- Provide administrative support to all departments on special nonrecurring and ongoing projects, including data entry, research, document preparation, and presentation preparation.
- Maintain security and confidentiality of all documents and files.

Other

- Participate in continuing education as requested.
- Adhere to FSD dog care and training standards.
- Assist with dog care, kennel care and cleaning as needed.
- Any other duties that may be assigned.

Supervisory Responsibility

Responsible for training, assigning tasks to, and monitoring volunteers assisting with administrative tasks.

Work Environment

This job operates in a professional office environment. Employees will work in close proximity with all types and breeds of dogs to help socialize dogs in training. The noise level in the office environment is usually moderate. Occasionally, this job operates in dog kennels and surrounding areas. The noise level in dog kennels environment can often be loud. The location is a non-smoking environment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, keyboards or controls; reach with hands and arms; and talk or hear. The employee is expected to communicate frequently with others. The employee is frequently required to stand and bend. The employee is occasionally required to walk; escort visitors in or around the office; climb or balance; go up or down stairs; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 40 pounds. This includes the ability to retrieve and distribute files, written documents or office supplies and ability to retrieve and replace objects from shelves.

The employee must have the ability to bend, stretch, lift and replace files and books from drawers and shelves and replace same; rapidly use printers, computer equipment, copy machine, and other general office machines.

This job requires occasional handling dogs in training of up to 100 pounds on and off leash.

Position Type and Expected Hours of Work

This is a full-time, non-exempt position consisting of 40 hours of work per week. Regular days and hours of work are Monday through Friday, 8:30 am – 5:00 pm. This position will require occasional evenings and/or weekends to assist with meetings and events, but will primarily be during business hours.

Travel

Generally, only local travel, such as travel to meetings and special events, is expected.

Required Education, Experience and Competencies

- Bachelor's degree required
- Two (2) years of experience working in an office environment.

Preferred Education, Experience and Competencies

- Nonprofit work/volunteer experience
- Bilingual in English and Spanish

Required Skills and Competencies

Office Skills:

- Ability to operate and troubleshoot standard office equipment, including, but not limited to, computers, copiers, scanners, telephone systems, fax machines, transcription devices, video conferencing and telephones.
- Proficiency in Office 365, Microsoft Word, Excel, PowerPoint, Adobe, Outlook, and typing proficiency.
- Adept at organizing files, notes, and documents, in both hard copy and electronic form.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to work independently, prioritize work and solve problems.

Language and Communication Skills:

- Ability to communicate effectively with peers, office staff, donors, vendors and volunteers.
- Routinely utilize advanced English language skills to edit documents and to prepare reports and correspondence, including spelling, sentence structure, syntax, grammar, usage, and the chief aspects of style, such as punctuation, capitalization, abbreviations, plurals and possessives, and compound words.
- Interpersonal skills necessary to communicate and follow instructions effectively from a diverse group of staff and provide information with ordinary courtesy, patience and tact.

Reasoning Ability:

- Ability to solve practical problems and deal in a variety of situations using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to interpret and to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to maintain a high level of mental concentration and effort and strain when performing a high volume of analyses and decision making as well as other essential duties.

Additional Eligibility Qualifications

Must have a valid driver's license and maintain current vehicle insurance.

Work Authorization

Must be authorized to work in the United States.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential and marginal job duties, responsibilities and activities may change at any time with or without notice.

Equal Opportunity Employment

Freedom Service Dogs is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants, clients, graduates or employees on the basis of race, color, creed, national origin, sex, age, religion, marital status, sexual orientation, gender identity or expression, veteran status, physical or mental disability, or any other status protected by state or local law.

To Apply

To apply, please send your resume and cover letter with the subject line "Office Administrator" to Laura Rogers, Director of Finance & Administration, at L.Rogers@freedom servicedogs.org