



JOB TITLE: Office Assistant

TEAM: Operations

REPORTS TO: Director of Finance & Administration

FLSA STATUS: Non-Exempt

LOCATION: Richmond, VA

DATE: June 2019

JOB SUMMARY

The Office Assistant works across our affiliate to ensure all teams have top-notch administrative support to do their best work and ensures the Executive Director can work purposefully and efficiently by providing critical and strategic customized support. The Office Assistant should have an intuitive ability to anticipate and solve problems, unusual attention to detail, strong organizational systems, a collaborative work ethic, and a customer service mindset. Because of love for behind-the-scenes work, organizational prowess and ability to get things done, the Office Assistant will have a significant impact on the degree to which members of our team work efficiently and love coming to work in our office.

RESPONSIBILITIES

Reception & General Admin Support

- Maintain front desk coverage and serve as primary point of contact with the public; provide exceptional customer service to on-site callers and visitors, respond to and/or route email inquiries, process incoming and outgoing mail;
- Design, implement, and maintain office systems for distribution of mail, ordering office supplies, stocking and circulation of promotional materials, and reserving shared resources;
- Facilitate collaboration among staff by maintaining central calendar of office meetings;
- Ensure a tidy and inviting office space; manage routine recycling, document disposal and water delivery programs;
- Submit and follow-up on maintenance request with building management;
- Assist development in database maintenance and gift processing; manage the process of sending acknowledgment letters to members and donors;
- Provide support for general office copying, filing or mailing projects; and
- Provide logistics support for events.

Executive Director Support

- Utilize a proactive and strategic approach to maintain an efficient and complicated calendar;
- Coordinate senior-level meeting and conference call logistics; arrange travel;
- Process timely expense and reimbursement reports; and
- Ensure accurate timekeeping records.

Board Support

- Oversee all logistics related to Board events (meetings, retreats, trainings, etc.), including but not limited to: scheduling, ordering food, maintaining agendas, minutes and attendance records; managing up to Senior Leadership Team members to ensure timely completion of Board reports;
- Update board member lists; produce, update and distribute directory to board and staff; and
- Manage all updates to Board website.

MINIMUM REQUIREMENTS

- Proficiency with office technology and information systems, including databases, online communications, word processing, spreadsheets and video conferencing.
- Experience exercising discretion and confidentiality with sensitive information.
- Willingness and availability to work occasional evenings, weekends, and/or overtime as necessary.
- Willingness and ability to travel throughout Virginia, and occasionally to other states for conferences and training.
- A commitment to the mission and values of the ACLU of Virginia, and to racial justice and civil rights issues and an understanding that these issues are central to overall protection of civil liberties.
- A commitment to diversity, equity and inclusion, to refrain from unlawful discrimination and to comply fully with all applicable laws; a personal approach that values the individual and respects differences of race, ethnicity and national origin, age, gender, sexual orientation, gender identity, religion, ability and socio-economic circumstance, and able to work with diverse individuals within the organization and broader community.

ESSENTIAL SKILLS & ABILITIES

- Ability to regularly and easily jump from task to task, prioritize, stay organized, and complete assignments under tough deadlines in an occasionally stressful environment.
- Extreme detail orientation to the point that you often notice things that other people miss.
- Ability to work independently and collaborate with others as part of a team.
- Willingness to take personal responsibility for the success of your work whether it requires managing behind the scenes processes, engaging with a team or setting others up to execute effectively.
- Ability to jump in and help on any project and learn new things quickly.
- Ability to think proactively, anticipate problems, develop creative and effective solutions, and take initiative to confidently facilitate smooth operations for all staff.
- Strong interpersonal skills and the ability to represent the organization to the public as well as interface with all levels of staff, interns, and volunteers while maintaining tact and diplomacy.
- Ability to communicate quickly and effectively, verbally and written.
- Ability to travel around town for day-to-day errands.

DESIRABLE EXPERIENCE, SKILLS & ABILITIES

- Experience coordinating and organizing logistics and travel arrangements for meetings, events, and trainings.

- Ability to speak and/or write in Spanish, Korean, Vietnamese, Tagalog, Arabic or other language spoken by a language minority in Virginia.
- Valid Virginia Driver's license.

EQUIPMENT USED

- Phone, Computer, Copier/Scanner, Printer, Fax

Approved by: _____ Date: _____

Accepted by: _____ Date: _____

DISCLAIMER: Nothing in this job description restricts the Executive Director's right to assign other duties or responsibilities to this job at any time.

The ACLU of Virginia is an equal opportunity employer. We value a diverse workforce and an inclusive culture. The ACLU of Virginia encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity and expression, age, national origin, marital status, citizenship, disability, and veteran status and commits to comply with all applicable equal opportunity and nondiscrimination laws and to refrain from unlawful discrimination.