



Injoy Stewardship Solutions Position Description

Title: Office Administrator
Reports to: Joe Sangl

POSITION SUMMARY

Provide administrative support to the ISS team in the carrying out of various consulting, marketing, IT, speaking and conference program duties. Ensure all needed materials are available, shipped and in adequate supply. Answer phone, email and mail correspondence; make travel arrangements; maintain leader and team calendars. Follows up on leads for company services and materials; Maintains database systems; Assists with various administrative duties

KEY RESPONSIBILITIES/TASKS

1. Assembles all workshop materials for consulting, speaking, and conference events. Ships materials in a cost effective manner ensuring materials arrive on time.
2. Ensures appropriate levels of materials are available in local inventory to respond to internet and telephone orders for materials, books, etc.
3. Arranges and coordinates special events
4. Processes orders for materials by invoicing, accepting checks or entering credit card information into ACH
5. Answers phone and ensures prompt response by the appropriate team member(s)
6. Makes travel arrangements including airline, hotel and auto rental for company staff to attend speaking events and conferences.
7. Reads, answers and otherwise handles email correspondence addressed to leader as well as general inquiries. Ensures correspondence is responded to and otherwise addressed within 8 business hours at a maximum. Keeps leader informed of key email, mail, phone and other correspondence that requires their specific attention; follows up with leader as needed to ensure responses are prepared in a timely manner.
8. Maintain schedules for the ISS team ensuring that appropriate travel and time away from home guidelines are followed. Communicates directly with client staff to provide available dates, alternative dates, travel requirements, and other administrative details needed to ensure a successful event.
9. Maintains individual calendar for leader to include speaking engagements, financial counseling appointments and other related meetings. Prepares leader for such meetings beforehand as appropriate.
10. Conducts internet research of stewardship directors and related professionals to generate potential leads; performs other research projects as directed.
11. Ensures office files are up to date and filed appropriately.
12. Orders and/or purchases office supplies as needed.
13. Utilizes the MS Office Suite of products to create documents, presentations, reports and other materials necessary in the normal business operation of the company. Maintains orderly email and computer files of correspondence, reports and other materials.
14. Prepares presentations, web communications, graphics, and other media items.
15. Performs other duties as assigned.

EXPERIENCE AND QUALIFICATIONS

High School education or equivalent with some college preferred along with 3-5 years of administrative experience. Position requires exceptionally strong skills with all MS Office software, exceptionally strong written and verbal communication skills, outstanding organizational skills and proven initiative and ability to be self directed. Position requires a servant's heart and strong motivation to be of service to others. Demonstrates adherence to principles of managing money that are consistent with the message of the company.

COMPETENCIES

1. Adaptability – Maintains effectiveness when experiencing change, multiple demands, shifting priorities and ambiguity in work tasks or the work environment. Adjusts effectively to new work structures, processes, requirements, or cultures.
2. Communication Skills – Demonstrates ability to speak, write and present information in a clear, concise and compelling manner that is tailored to a particular audience. Demonstrates strong active listening skills. Able to maintain standard of skills in a variety of settings including those demanding spontaneity. Able to write external communications with excellence.
3. Computer Skills – Demonstrates experience and competence in office productivity tools such as word processing, spreadsheet, database and email. Demonstrates experience in functional software use such as accounting, operations, sales, marketing, distribution or other related business functions.
4. Graphics – Able to prepare PowerPoint presentations and create graphics for print and motion graphics media.
5. Customer Service – Creates and operates within high standards for quality customer service; regularly speaks with customers, employees and vendors; promptly acts on feedback.
6. Detail Orientation – Demonstrates ability to complete all tasks with great attention to accuracy, regardless of magnitude. Demonstrates process for effectively managing and accomplishing all details necessary to complete a project or assignment.
7. Financial Money Management – Demonstrates knowledge of and adherence to principles that are aligned with company fundamentals on money management of personal finances.
8. Initiating Action – Takes prompt action to accomplish objectives; achieves goals beyond what is required; is proactive and self-activating. Able to locate and obtain relevant information in a timely manner. Such information can include operational consumer, market research and vendor information.
9. Interpersonal – Strong ability to forge solid working relationships with peers. Desire and commitment to establish a partnering and trusting relationship with internal and external people.
10. Order Processing – Demonstrates ability to complete customer order requests in an accurate and timely manner. Demonstrates ability to utilize required manual or computerized order processing system.
11. Organization – Demonstrates ability to arrange own work and develop orderly and functionally efficient work processes for the timely accomplishment of assignments. Is known for preparedness and high standards of effectiveness and efficiency due to personal efforts and dedication to continually improving their work processes and procedures.
12. Teamwork – Encourages participation and collaboration of team to solve issues that will benefit the organization and their customers. Fosters commitment to team projects and values the contributions of team members to the overall team's success. Actively works to mitigate conflicts and resistance within the team.
13. Trust – Completes all work with complete integrity.
14. Excellence – Ensures that all work is performed to the absolute best of ability and continually seeks to improve capabilities and performance.