



JOB POSITION DESCRIPTION

JOB TITLE:	Administrative Assistant and Volunteer Coordinator
PROGRAM:	Administration
REPORTS TO:	Fiscal Manager
FLSA STATUS:	Part-time / Non-exempt
HOURS:	10am – 3pm Monday-Friday
LOCATION:	Mankato, MN office

JOB DESCRIPTION SUMMARY:

The administrative assistant and volunteer coordinator position with the Committee Against Domestic Abuse, Inc. (CADA) is a key support position for CADA as a whole. This position may be the first interaction individuals have with CADA. It works with clients and the general public by phone, email, social media, and face-to-face meetings both one-on-one and in groups. The administrative assistant and volunteer coordinator organizes agency efforts to accept donations, maintains a welcoming environment at CADA’s front office, ensures an organized workplace, and provides support to CADA staff’s needs. Additionally, this position coordinates and implements CADA’s intern and volunteer programming. It also provides HR, fundraising, communication, planning, and event support as needed. This position is located on CADA’s main campus in Mankato, MN.

JOB DUTIES/RESPONSIBILITIES:

Key Accountability	<i>Administrative Support</i>
Duty Statements	<ul style="list-style-type: none"> ■ Answer and direct phone calls, emails, and walk-ins ■ Maintain and update the CADA phone system as needed ■ Routinely prepare and carry out bank deposits ■ Carry out administrative duties such as filing, typing, copying, binding, scanning etc. ■ Maintain and update the CADA wish list for in-kind donations monthly ■ Check in with admin. team members weekly to identify any support needed ■ Assist in coordinating and planning trainings, meetings, and the details of those events ■ Post job openings, collect resumes, act as the point of contact for applicants, and assist in interviewing applicants as needed ■ Write letters and emails on behalf of other office staff or as agency-wide communications ■ Resolve administrative problems ■ Support executive director and other leadership team members (i.e. setting appointments and completing tasks as directed) ■ Assist development staff with keeping web pages and social media posts up to date and relevant as requested by Development Manager. ■ Assist Development Manager by monitoring, listening and responding as directed to users, news media, agency partners and other stakeholders in social channels ■ Enter, maintain, and update donor information into the donor database as needed ■ Support fundraising events as necessary ■ Support in the preparation and distribution of newsletters and required reports as requested by the Development Manager. ■ Support the coordination of CADA’s 40-hour sexual assault advocacy training on an as

	needed basis.
Performance Standards	<ul style="list-style-type: none"> ■ Works with a high degree of initiative and independence in managing and establishing work priorities and administrative duties ■ Performs all tasks with attention to detail to ensure quality completion ■ Plans effectively, anticipates issues, takes the initiative to address issues, and resolves them in a timely manner ■ Completes all correspondences and tasks in a timely fashion meeting specified deadlines

Key Accountability	<i>Public Relations</i>
Duty Statements	<ul style="list-style-type: none"> ■ Greet visitors and clients, answer the door, and assist visitors and clients in accessing appropriate advocates and CADA services. ■ Provide client-centered, trauma-informed, and culturally responsive supportive services to guests ■ Coordinate and oversee regular office hours for accepting in-kind donations on a weekly basis ■ Accept incoming donations and pick up donations as necessary ■ Provide information and referrals about community resources ■ Assist staff in printing materials for tabling and presentations ■ Reply to email, telephone or face to face questions ■ Adhere to organizational policies including policies on confidentiality and professional boundaries
Performance Standards	<ul style="list-style-type: none"> ■ Demonstrates customer service skills by anticipating, understanding, and addressing client, donor, and stakeholder needs ■ Fulfills client, donor, and stakeholder requests in a timely manner and achieves satisfaction ■ Provides accurate information to meet client needs

Key Accountability	<i>Main Office Coordination</i>
Duty Statements	<ul style="list-style-type: none"> ■ Provide coverage for reception desk and ensure doors and phones are answered promptly ■ Order, take inventory, and diversify sources of office supplies to stay within the budget ■ Pick up and deliver agency mail to appropriate locations ■ Maintain a clean and organized office space ensuring entrance and meeting rooms are welcoming: keep desk organized and clean, refill business cards, updating magazines on the table, refill brochures in the hallway, bathrooms have towels/soap, garbage not overflowing, floors cleaned, carpet vacuumed, common areas are kept tidy, etc. ■ Prepare conference room in advance of community and staff meetings ■ Book conference calls, rooms, taxis, couriers, hotels etc. ■ Ensure operation of office equipment by completing preventive maintenance requirements; coordinating repairs as needed; maintaining equipment inventories; evaluating new equipment and techniques ■ Maintain CADA contact lists

Performance Standards	<ul style="list-style-type: none"> ■ Conveys information timely and as appropriate, to all individuals, including supervisor and co-workers ■ Demonstrates a sense of responsibility and thoroughness in completing tasks ■ Ensures all tasks and communications are done in a timely manner as appropriate to meetings and events taking place on site
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Key Accountability	<i>Coordination of Volunteer & Intern Program</i>
Duty Statements	<ul style="list-style-type: none"> ■ Implement volunteer and intern program plan that relates to the agency’s overall goals regarding volunteer support as well as policies and procedures regarding volunteer and interns ■ Act as the main contact for interested volunteers and interns ■ Track volunteer and internship hours for grant purposes, and provide those numbers monthly to Fiscal Manager by the 10th of the month ■ Work with leadership team and program staff to generate appropriate volunteer and internship opportunities and role descriptions based on the needs of the organization ■ Recruit, retain, grow and engage volunteer base through communication efforts, as well as volunteer stewardship and appreciation efforts, and ensuring volunteer satisfaction and fulfillment ■ Work with and coach program staff in volunteer engagement and supervision (training volunteers, providing feedback to volunteers, etc.) as well as ensure there is a designated staff supervisor for volunteers when necessary ■ Secure CADA representation or attend fairs, expos, and conventions pertinent to volunteering and internship opportunities ■ Provide orientation training to new volunteers and interns. This training involves collaborating with staff supervising volunteers to ensure training in their roles and duties is provided ■ Participate in volunteer evaluations alongside CADA staff as appropriate and necessary ■ Attend committees and meetings as needed
Performance Standards	<ul style="list-style-type: none"> ■ Works with a high degree of independence in coordinating CADA’s volunteer and intern program ■ Follows up and resolves problems in a constructive and timely manner

PREFERRED QUALIFICATIONS:

- 40-hour Sexual Assault certification.
- An understanding of the unique problems encountered by victims needing advocacy services.
- Bilingual in English/Spanish, English/Sudanese, and English/Somali.
- Post high school education.

MINIMUM QUALIFICATIONS:

- Strong customer focus, customer service skills and ability to represent CADA to customers, external stakeholders, partners and vendors.
- Excellent communication skills; verbally, electronically, and in writing.
- Ability to prioritize and manage multiple projects/tasks in a fast-paced, fluid environment with frequent interruptions.
- Ability to respond effectively to individuals in crisis.
- Knowledgeable and understanding of the dynamics of domestic and sexual violence, cultural awareness and sensitivity, confidentiality, etc.

- Ability to work with people from diverse racial, cultural, ability, social and economic backgrounds.
- Computer skills and experience using Microsoft Office software.
- Valid driver license, current insurance, and car are required.
- Ability to work day, evening, and/or weekend hours.
- Must pass criminal background checks and reside within the Region 9 area

PHYSICAL REQUIREMENTS:

- Frequently operates a computer and other office productivity machinery such as a calculator, telephone, copy machine, and computer printer.
- Occasionally operates a motor vehicle.
- Occasionally moves supplies and equipment weighing up to 20 pounds.
- Frequently communicates with clients, staff, and community partners in stressful situations. Must be able to exchange accurate information in all situations.

**Please send a letter of interest and resume with 3 references to Brad Guss,
Finance Manager; Email: bradg@cadamn.org Fax: 507-625-9431 Mail to: P.O.
Box 466 Mankato, MN 56002**

CADA is committed to cultural diversity and does not discriminate on the basis of race, color, sex, age, religion, sexual orientation, disability or any other legally protected status.