

## Job Description: Office Coordinator

At Children's Cancer Connection we are guided by our Core Values –

- Purposeful – *Considering the outcomes of all we do and strive to create the best possible result for everyone we serve.*
- Accountable - *Committed to being the best possible us and gently coaching others to be their best them.*
- Inspired – *Intentionally finding ways to deliver excitement and value for the benefit of those we serve.*
- Dedicated - *Living each day as the “Caring Spirit” of Children's Cancer Connection meeting every person we connect with at their journey without judgement.*

### Position Overview

The Office Coordinator is directly responsible for creating an amazing experience for participants, volunteers, and donors of Children's Cancer Connection. This person will provide an exceptional greeting experience to those calling or stopping by Children's Cancer Connection.

### Essential Duties and Responsibilities

In order to create this amazing experience, the Office Coordinator will be responsible for the overall look and feel of the property including but not limited to ensuring that it is clean and kempt by working with vendors and staff. This position will also conduct weekly walk-through's to ensure that common areas are clear of clutter, and that everything is in good and safe working order.

Responsibilities will include:

1. Answering and directing all incoming phone calls in a highly positive and welcoming manner
2. Welcoming all guests and assisting them with their needs (appointments, visits, donations)
3. Coordinating receipt and disbursement of mail
4. Coordinate all postage needs (internal and external) including sending thank you/donation letters within 48 hours of receipt of the gift
5. Daily oversight of common area spaces ensuring they are clean and kempt (entries, stairwells, restrooms, kitchens – includes light cleaning, wiping down countertops, emptying dishwasher, removing trash, etc.)
6. Weekly inventory and ordering of office supplies, kitchen supplies, cleaning supplies, stamps, and anything else assigned by Director of Administrative Services.
7. Ordering Apparel and Specialties monthly as needed and completing a quarterly inventory
8. Manage the use of company cars including ensuring they are filled with gas, cleaned regularly, and serviced as required)
9. Coordinating usage of the facilities (appointments, events, etc.)
10. Manage staff in coordinating weekly storage runs (drop offs and pick-ups)
11. Managing vendors – includes but not limited to cleaning service, handyman, copier maintenance, safety inspections (fire, elevator, extinguishers includes monthly internal safety checks), regular I.T. requests, and manage any large onsite projects
12. Managing on-site volunteers in coordination with the Volunteer Coordinator

## Additional Skills and Competencies

To perform this job successful, an individual:

1. Must be highly organized.
2. Must be capable and willing to champion a high level of customer service.
3. Must be able to work with vendors to ensure the highest quality work.
4. Must be able to communicate in a highly positive manner with all guests and staff.
5. Must be comfortable making phone calls and presenting in front of groups.
6. Must be a leader in collaborative organizational efforts.
7. Must be proficient at MS Office products, especially word and excel
8. Should be able to manage their own time.

## Supervisory Responsibility

This position has no direct staff supervisory responsibilities, but does supervise the entire volunteer force.

## Work Environment

This job operates in a professional office environment, off site venues and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

## 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 talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move objects up to 10 pounds and occasionally lift and/or move objects up to 25 pounds.

## Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Evening and weekend work frequently may be required as job duties demand.

## Travel

Travel is primarily local during the business day, although minimal out-of-the-area and overnight travel may be expected.

## Education

The ideal candidate will have a minimum of a High School diploma and a minimum of six months to a year of related experience.

## 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. Duties, responsibilities and activities may change at any time with or without notice.

## Acknowledgement

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, Children's Cancer Connection reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by Children's Cancer Connection. I understand that I may be required to work hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and Children's Cancer Connection has a similar right.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

Children's Cancer Connection is an Equal Employment Opportunity Employer. In compliance with the Americans with Disabilities Act, Children's Cancer Connection will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with their supervisor.