

Part-Time Office Manager/Administrative Assistant

The Role:

As an Administrative Assistant and manager of the office you will provide efficient and smooth day-to-day operation of our office. Success in this role requires administrative skills as well as interpersonal communication abilities. In this role, you will: manage the office; recommend resources and describe HOPE Network's services to mothers and to agency staff; organize and prioritize incoming information; help promote HOPE Network; manage accounts receivable and other bookkeeping duties; help facilitate member benefits and resources; and work on many important tasks leading up to the Fall Fundraiser.

If you are an empathetic, friendly, helpful professional, with a desire to work with a diverse client and donor base in a position that will let your ability to prioritize, organize and communicate effectively and efficiently shine, then we welcome your application.

The position averages 20 hours a week, with some extra work required in September, before the annual fundraising event. Work is done mornings at the HOPE Network office in Menomonee Falls. There is some flexibility on start time.

Salary is \$15 per hour and includes paid holidays and vacation.

Skills Required:

- Ability to concisely and clearly communicate information in writing, over the telephone, and in person
- Decisiveness and accuracy
- Computer proficiency in the entire MS Suite (MS Word, MS Powerpoint, MS Excel) Quickbooks or other accounting software, Hootsuite or other social media marketing tools
- Empathy toward those seeking services from HOPE Network
- Professional demeanor and ability to act as representative of HOPE Network
- Background in financial tracking and maintenance of donor/income/expenses ledger
- Ability to manage your own time independently
- Ability to learn new skills fairly quickly

Other Skills desirable but not required:

- Graphic design / layout experience
- Experience with HootSuite or other social media marketing tools
- Ability to speak a second language (Spanish)

Responsibilities:

- Assist the Executive Director with all tasks he or she needs to fulfill HOPE Network's mission and needs.
- Coordinate and manage volunteers who work on various HOPE Network projects and services.

- Answer and respond to telephone calls to HOPE Network. This will involve recommending resources to mothers, accurately describing HOPE's services, responding to messages.
- Manage HOPE's office. Be in charge of overseeing supplies and operation
- The person filling this position will be in charge of the accounts receivable, including processing donations, maintaining accurate income/expense ledgers.
- Maintain positive rapport with all donors by personal contact and provide thank you letters to all donations.
- Coordinate Safe Sleep Education/Crib Program with volunteer nurses and mothers.
- Coordinate and execute membership for single mothers, including new member outreach and member development.
- Maintain & update data base of members, other single mothers, donors, agencies, etc. or supervise volunteers doing these tasks.
- Develop a social media strategy and oversee all social media outreach.
- Assist the volunteer with the quarterly news magazine, including preparation of donor listings, maintaining the distribution list, verifying information as needed, and reviewing Excel database
- Assist with planning fall fundraiser, including organizing volunteers, obtaining donations, working during the fundraiser, and assisting the fundraiser event coordinator.
- Coordinate communication for bi-monthly bulletins to families, which may include researching events for date, time, etc.

Must include cover letter when emailing resume to: info@hopenetworkinc.org For information on our organization, see our website: www.hopenetworkinc.org