

HEARTBEAT INTERNATIONAL

Job Description

TITLE: *Office Assistant (non-exempt; full-time, 40 hours/week)*
REMOTE WORK STATUS: Position reports to the Columbus, OH office
DEPARTMENT: Mission Advancement
REPORTS TO: Donor Connections Manager, Mission Advancement

SUMMARY

The Office Assistant performs a variety of general and advanced clerical and secretarial tasks and may occasionally perform routine administrative tasks to support general office operations or administrator. All tasks and responsibilities are performed in accordance with and to promote Heartbeat International's pro-life mission and vision and Christian core beliefs and core operational values.

PRIMARY RESPONSIBILITIES

Approximately 90% of the employee's time will involve the accurate and timely performance of at least three of the following tasks and responsibilities. The percentage of employee time spent on each task will vary.

1. Sorts mail daily per the written departmental process guideline for mail processing, tallies all contributions received via USPS, and directs to the accounting department those that are not donor gifts. All other types of mail are sorted by the employee and placed in their assigned mail folder.
2. Enters all contributions received in the development department whether those received via USPS or through the credit card processing system, into the Virtuous CRM, scans and uploads any accompanying notes, and completes proper reporting to the accounting department.
3. Processes and mails all receipt letters as directed and in accordance with the written protocol. Understands the importance of a prompt response to build donor trust and further engagement.
4. Update mailing addresses in Virtuous from the files provided by the list processor or USPS.
5. Assist with HBI Friends and Prayer Card mailings as needed.
6. Communication: Assists with answering phones, retrieving voice mail messages and email, greeting visitors, transferring calls and information, screening calls and other communication. Communicates cooperatively with other staff, the various HB constituencies, and the general public to obtain, gather, and provide information. Communicate with staff, callers, and visitors in a way that encourages and promotes an office atmosphere that is supportive of HB's mission, vision, core beliefs, and core operational values, including sharing the Gospel and prayer when appropriate.

SECONDARY RESPONSIBILITIES

Approximately 10% of the employee's time may involve the accurate and timely performance of at least three of the following tasks and responsibilities.

1. Serve as backup for other clerical positions within the Mission Advancement team.
2. May oversee and/or complete projects pending from the Mission Advancement volunteer team.
3. Package and mail supplies to remote gift officers.
4. Assist with special projects as assigned by the supervisor.

SUPERVISION (Received/Exercised)

Work performed independently with supervision available. Organize work and sets priorities based on schedule and office priorities established by supervisor. Supervisor regularly reviews non-routine work and periodically reviews routine work. Evaluate information to determine appropriate process based on established guidelines.

QUALIFICATIONS

1. High School graduate (or equivalent).
2. Three years of office experience or training required, including answering phones, record keeping, word processing/data entry, and multitasking.
3. Word processing/data entry skills including an accurate typing speed of 40 words per minute required. Proficiency with Microsoft Word, Excel, and database experience is strongly preferred.
4. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others. Treat others with respect, honesty, and integrity, working towards Christian (scripture base) peace and unity.
5. Professional and pleasant business oral communication skills. Good written communication skills.
6. Ability to handle multiple tasks accurately and timely.
7. Detail oriented.
8. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff.
9. Ability and willingness to demonstrate commitment to Heartbeat International's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
10. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
11. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.