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FIRST STEP EMPLOYMENT OPPORTUNITY
EQUAL OPPORTUNITY EMPLOYER

Job Title: Front Desk Administrator

Hours/week: Full-time position, 37.5 hours per week, few weekends and evenings.

Availability: Immediate, Plymouth Location

Reports to: Director of Operations

Description: Provide support, coordination and be the point of contact for front desk volunteers. Establish training schedule, assign/distribute volunteer workload and ensure front desk coverage during agency hours. Currently have or establish expertise in Gift Works and Classy Platforms. Update and keep donor/volunteer files current. Assist in recognizing donor-giving opportunities. Provide reports as necessary for Supervisory team and Board of Directors. Ensure gift acknowledgements are processed efficiently and accurately with meticulous attention to detail. Assist in and establish unique, creative donor appreciation efforts. Support the Front Desk duties including but are not limited to, answering the phone, answering the donor, greeting guests, clients and donors. Create a warm and welcoming environment for clients, guests and donors. Be comfortable with the acceptance of and denying donations. Process donations including gift cards, monetary and in-kind gifts. Assist with office administrative duties and operational support such as document management, monthly supply ordering, filing, data entry and filing. Support ED in acknowledging agency happenings and staff recognition. Support Philanthropy staff during peak event times and provide event night support. Other duties as assigned.

Qualifications: Associates degree preferred. High school diploma with significant experience considered. Excellent computer, organizational and data entry skills. Knowledge of donor management software and database experience a plus. Strong interpersonal skills. Customer service oriented. Demonstrated initiative and high professional standards. Strong oral and written communication skills. Attention to detail and ability to work well independently and with others. Experience in nonprofit fundraising administration a strong plus. Trustworthy and ability to maintain a high level of confidentiality with sensitive information at all times. Demonstrated experience working effectively with people from diverse racial, economic and cultural backgrounds. Understanding and recognition of the issues of domestic violence and sexual assault. Valid MI driver's license, current auto insurance, criminal background check, sex offender registry check, Department of Health and Human Services clearance, have and maintain excellent driving record, and reliable transportation required. Ability to lift 30 pounds on occasion. *Bilingual a plus.* EOE.

Benefits: Option for health, dental, optical insurance after 90 days. Life insurance and long-term disability insurance after 120 days. Employer contribution to 401k. Accrued sick and vacation time. Holidays off with pay.

Please email resume and cover letter WITH WAGE REQUIREMENTS to Ilene Hogan.

E-mail: ihogan@firststep-mi.org

No Phone Calls Please