



Office Assistant

Employment Type: Part-Time

Description

On average, expect 15-25 hours per week. The position reports directly to the Office Manager and works closely with the staff.

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Responsibilities:

- Answer phone calls, direct callers to the appropriate party, or take messages
- In-person office hours for patrons
- Process, sort, and manage physical mail and electronic mail as directed
- Support donor engagement as assigned
- Support ticketing services and event coordination as assigned
- Maintain office supplies
- Perform other tasks as directed and mutually accepted by the Executive Director

Qualifications:

- 1-3 years of administrative or office experience.
- Experience handling scheduling, data entry, document management, and correspondence.
- Prior work in customer service, reception, or clerical roles is a plus.
- Familiarity with basic bookkeeping or financial record-keeping (preferred but not required)
- Experience in a nonprofit environment or familiarity with nonprofit operations.
- Ability to work independently and support multiple team members.
- Willingness to learn new office technologies and improve processes.
- **Administrative & Clerical**
 - Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and Google Workspace (Docs, Sheets, Calendar, Drive).
 - Experience with filing systems (both digital and paper) and managing office supplies.
 - Ability to handle data entry, record-keeping, and document formatting accurately.
- **Communication & Interpersonal**
 - Strong written and verbal communication skills for emails, reports, and phone calls.
 - Ability to interact professionally with staff, donors, volunteers, and the public.
 - Excellent customer service skills for greeting visitors and responding to inquiries.

- **Time Management & Organization**

- Ability to prioritize tasks and manage multiple responsibilities efficiently.
- Strong attention to detail and accuracy in clerical work and data entry.

- **Technology & Office Equipment**

- Experience using office equipment (printers, copiers, scanners, multi-line phone systems).
- Familiarity with CRM software or donor databases (preferred but not required).
- Basic knowledge of event planning tools is a plus.