



ADMINISTRATIVE ASSISTANT & VOLUNTEER COORDINATOR JOB DESCRIPTION

Summary

FutureHeights is an independent nonprofit, community development corporation with a mission to facilitate an equitable, prosperous, and vibrant future for Cleveland Heights and University Heights and to engage in and promote economic and social development through meaningful engagement of residents and collaboration with local organizations, businesses, and governments. We renovate vacant and abandoned homes, engage in neighborhood planning and placemaking, offer a mini grants and neighborhood leadership program, publish the Heights Observer community news, host public forums and speakers, promote the local economy, and host special events that showcase the strengths of our community. We also function as fiscal agent for several neighborhood-based groups.

The Administrative Assistant & Volunteer Coordinator is a part-time (potentially full-time), hourly position reporting to the Executive Director. The Administrative Assistant & Volunteer Coordinator is required to work from the FutureHeights, Inc. office for a minimum of twenty-five (25) hours per week.

Executive Director and Office Management Support

- Assist Executive Director with establishing and managing office operations to ensure cohesion of processes utilized by all staff, volunteers, and board members,
- Manages and ensures that phones, copier, computer/printers, email service and website, social media, and other technical support are functioning by scheduling service calls or reaching out to tech support,
- Assists with set-up, planning, and coordination for events such as Open Houses, Board Retreats and Meetings, Conference Room and PEACE Campus space utilized by community group members and FutureHeights Committees as needed or directed by the Executive Director,
- Schedules and maintains calendar, agreements, and potential deposits for use of FutureHeights Conference Room by qualified groups,

- Assist with maintaining a database of neighborhood contacts and groups, entering donor information, and assisting with reporting/mailing using Little Green Light,
- Maintaining the volunteer database to ensure contact information, availability and scheduling is current and accessible,
- Coordinates/Schedules volunteers as needed for special events,
- Assistants Heights Observer Distribution Coordinator with organizing volunteer newspaper delivery,
- Responds and assists potential volunteers with information on opportunities, meeting and program information, and schedules in-take interviews,
- Answers phone during business hours and manages FutureHeights email account,
- Manages and or assists with mailings, volunteer outreach, and other marketing/promotions as needed,
- Assists with Friday Mail and community errands (bank, post office, meetings, deliveries,) as needed, and,
- Assists Executive Director with special projects and research as needed.

Administrative

- Participate in scheduled staff meetings, trainings, and board retreats, or other community meetings,
- Complete necessary reports, timesheets, and submits monthly in-office schedule, manage voicemail messages, vacation reminders, emails, and other communication with public, board, volunteers, and executive director, and,
- Participate in staffing large-scale Future Heights events such as the Annual Benefit, Music Hop, Open House, and other community or fundraising events.

Qualifications

- One (1) year related experience,
- Strong written and verbal communication skills,
- Ability to work under deadlines and prioritize tasks,
- Excellent organizational and planning skills and attention to detail,
- Experience in collaborating with volunteers and the public, and a respect and belief in the power of residents and their ability to create positive change,
- Ability to maintain confidences when working with sensitive information,
- Ability to work evenings and weekends as needed,
- Strong analytical skills with the ability to work with data, draw conclusions and make recommendations,
- Ability to work independently and to be flexible in changing priorities as needed,

- Demonstrate a strong ability to work well with people of all racial, ethnic, religious and income backgrounds, and,
- Able to exercise independent judgment and take initiative.

Compensation:

The Administrative & Volunteer Coordinator position is a part-time (25 Hours) starting at an hourly rate of \$21 per hour.

To apply:

Please send your resumé and cover letter to Kristine Pagsuyoin at kpagsuyoin@futureheights.org.