

FOUNDATION FOR THE CAROLINAS

JOB DESCRIPTION

Title: Administrative Assistant Division/Department: E4E Relief

Reporting To: VP & Director, Product Management and Sales and VP & Director, CX and AppX

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Contract

POSITION SUMMARY

The position provides administrative support to the VP & Director, Product Management and Sales and VP & Director, CX and AppX, as well as to members of their corresponding teams.

This position may also, from time to time assist the CEO with prospecting and related sales activities and provides back-up administrative coverage for other members of the Management team, as needed

This role needs strong communication skills, follow-up and responsiveness, often requiring a high comfort level of prioritizing work, as well as flexibility and adaptability within an environment of competing priorities and requests.

DUTIES & RESPONSIBILITIES

ADMINISTRATIVE SUPPORT

- Provides daily administrative support - including scheduling appointments, filing, meeting coordination, expense processing and other support functions
- Provides general administrative and project-based support to ensure completion of operational requirements by scheduling and assigning administrative projects and expediting work results through proactive follow-up and tracking
- Assists with legal document processing, execution, retention, signatures, etc.
- Responsible for scheduling, planning, and executing CX and AppX team and Product Management and Sales team meetings and other events, as well as coordinating any follow-up items
- Provides prompt, high level customer service support to donors, clients, and prospects in response to calls related to funds and general questions regarding the work of the E4E Relief, as needed
- Responsible for developing a command of the Employee Relief Fund products and services offered to speak knowledgeably to prospects, clients, and others
- Provides back-up administrative coverage for the other members the management team
- Supports the team in developing and implementing team processes (e.g., document retention).
- Special projects as assigned.

SALES AND PRODUCT SUPPORT

- Supports development of new business by preparing PowerPoint presentations, drafting letters and proposals, and performing other business development tasks, including scheduling meetings and preparing prospecting materials
- Captures and records prospect and existing donor information in CRM to help build, track and monitor prospect solicitation and cultivation

- Run dashboard reports in preparation for internal meetings
- Works to ensure appropriate contracting processes followed and all agreements executed in accordance with E4E Relief policies and procedures
- Provides administrative support for the larger client and prospect relationships including:
 - Performs prospect research and review, prep for prospect meetings
 - Schedules and coordinates appropriate monthly, bi-monthly meetings
 - Prepares meeting materials including gathering agenda topics
 - Captures meeting deliverables and follow-ups

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

JOB QUALIFICATIONS

- 3 years+ work administrative support experience
- Experience working in a larger tax-exempt organization or financial institution preferred
- Past work experience in CRM (specifically Microsoft Dynamics), an asset
- Advanced proficiency in Microsoft Word, Excel, Outlook, & PowerPoint
- Strong project management and organizational skills, detail oriented
- Responsive, service-oriented workstyle
- Strong organizational & scheduling skills
- Ability to multi-task, be adaptable and work under pressure and maintain deadlines
- Ability to work both independently and as part of a team
- Strong communication skills with clients and employees
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 7 or less.

All Employees: Communication & Interpersonal Skills

Executive Team: Leadership Strategic Thinking Fiscal Stewardship

All Supervisors: Delegating Responsibility & Empowering Employees Managing Employee Performance Ensures Consistent Policies & Practices

General:

Affiliate Management Budgeting & Cost Awareness Building Organizational Commitment

Building Team Environment Client Records Concern for Employee Satisfaction

Customer Skills Dependability Ensures Proper Training in New Technologies

Entrepreneurial Orientation Equipment Skills Fund Management

Implementing New Technologies Initiative Innovative Thinking

- | | | |
|---|---|--|
| <input type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input checked="" type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input checked="" type="checkbox"/> Product Knowledge |
| <input type="checkbox"/> Productivity | <input type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Quality of Work |
| <input type="checkbox"/> Relationship Building/Networking | <input type="checkbox"/> Results Oriented | <input type="checkbox"/> Technical Skills |
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Training & Development | <input checked="" type="checkbox"/> Writing Skills |