

Administrative Specialist Job Description

Position Title: Administrative Specialist

FLSA Status: Full-Time

Core Program Competencies: Economic Development, Community Development, Education

Supervisor's Title: Finance Director

Location: Buffalo, NY

Organization Mission: WEDI empowers economically disadvantaged people in Buffalo, with a primary focus on the West Side community.

Websites: www.wedibuffalo.org, www.westsidebazaar.com

Programs Overview:

WEDI fulfills its mission and vision through three core competencies.

- *Economic Development: Low-income individuals and families attain sustainable incomes through business creation and expansion.* Since 2012, WEDI has served over 800 clients in business training and technical assistance, disbursed 110 microloans totaling \$615K, and empowered 76 businesses to start and 43 to expand. Since 2015, WEDI's clients created 96 and retained 127 jobs. Eighty-seven percent (87%) of WEDI-financed businesses are still in operation following 7 years of lending, and its loan portfolio has a 99.6% repayment success rate.
- *Community Development: Entrepreneurs create focused, market-driven, and sustainable destinations that bring people together to create strong, diverse neighborhoods.* WEDI hosts up to 21 businesses in its retail and commercial kitchen space, the West Side Bazaar, and has successfully graduated over 25 small-business owners who grew shops at this incubator.
- *Education: English language learners acquire comprehension and fluency to attain parity with native English-speaking peers, which in turn promotes high graduation rates, family health, and a strong community.* The ENERGY Literacy for Children and FLY after-school programs serve 64 English language learners from Buffalo's West Side who are in grades 1-6 and 7-8, respectively. In the 2015-2016 school year, over 70% of ENERGY students improved reading level 50% faster than their classmates, with some improving over 250% faster, as evidenced by reading assessments. The program maintained an average ratio of one volunteer mentor per student. FLY implements project-based learning that has helped to increase grade-point averages for over 80% of its students.

Position Summary

WEDI's Office Administrator will be responsible for providing an excellent customer service experience for all clients and partners entering the office or communicating via email or phone. They will assist staff with office practices, ordering supplies, and technical support. A portion of their time will be supporting WEDI staff in HR-related activities like hiring staff, managing interns, and organizing staff training. This position requires superb attention to detail, customer service, and multitasking skills.

Key Responsibilities:

Office Management and Administration:

- Customer service/reception - first in line for answering phones, making appointments

- Checking mail, unpacking orders, signing for packages
- Oversee all purchase and maintenance of appropriate level of office supplies. Responsible for vendor management and communication for building and supply vendors
- Ensure all open areas of the office are maintained in a clean and neat fashion. Oversee storage and disposal of office supplies and assets (garage, cabinets, etc.)
- Maintain fixed asset tracking list and tag all new applicable purchases
- Maintain printers, phones, projectors etc in working order and obtain maintenance as needed
- Checking & forwarding or replying to WEDI general info email account

Finance Support:

- Log all incoming checks
- Provide initial Quickbooks training for interns doing bookkeeping work
- Bookkeeping support and special projects as needed
- Maintain a grant tracking spreadsheet with deadlines and deliverables

Human Resource Support:

- Support basic HR tasks like submitting paperwork, processing checklists, maintaining files, coordinating health insurance, maintaining vacation calendar, and updating birthday calendar
- Assist Directors with recruiting and hiring process
- Intern recruitment, interviewing, and placement process, some intern management
- Assist staff with volunteer recruitment, communication, and recognition
- Staff retreat planning and execution
- Manage timesheet process

Program Support:

- Staff meeting minutes and follow through
- Assist staff with mailings, grants and data entry as needed
- Maintain organization of server & google drive
- Filing & maintenance for organization-wide files
- Perform periodic audits - checking that SOPs are being followed, files are being maintained correctly, etc
- Cross-trained to do Econ Dev/WSB client intakes and tabling events
- Maintain communication of training opportunities for staff and support related activities

Required Qualifications

- Ability to complete tasks quickly and on schedule; ability to manage multiple projects
- Competent and efficient in Google applications, MS Office, and other internet applications
- Demonstrated problem-solving skills; willingness to learn on the job and be flexible
- High accuracy in work, organizational skills, and attention to detail

Preferred Qualifications

- Experience managing an office or assisting with office tasks
- Demonstrated customer service abilities
- Experience working in a non-profit, mission-driven organization
- Passionate about programming that empowers diverse, low-income communities

Pay will be commensurate with experience. WEDI includes health insurance with a full-time position. Please send a resume, cover letter, and writing sample to Jennifer Moog, Finance Director, at: jmoog@wedibuffalo.org.