

Receptionist/Office Administrator

The Community Foundation for Greater Buffalo (Community Foundation) is seeking to hire a full-time **Receptionist/Office Administrator**.

JOB SUMMARY

The Receptionist/Office Administrator (ROA) is a member of the Operations Team and is supervised by the Chief Financial Officer/Chief Administrative Officer (CFO/CAO). As a business operations professional the ROA plays an integral role in customer service and organizational strength. The ROA ensures that the Community Foundation's office administrative infrastructure needs are met and that common office administrative activities are conducted professionally, accurately and in a timely manner. The ROA anticipates the needs of the Community Foundation team members and helps in resolving operational, administrative and scheduling issues before they arise.

The ROA is the first line of contact for visitors, clients, Community Foundation Board and Committee members, vendors and the community-at-large. The ROA ensures that all of the above, along with internal team members, are treated with the utmost courtesy and graciousness and that a positive and friendly Community Foundation image is projected when interacting with these individuals in person and via email and the telephone.

KEY RESPONSIBILITIES

Receptionist:

- Manages the reception area and incoming calls. Accommodates visitors and callers with a high level of customer service, upholding the Community Foundation's excellent client service standards
- Receives all incoming communications (calls, emails and mail) and routes them to the most appropriate Community Foundation resources and staff, and responds or provides prompt follow up to inquiries as needed
- Opens and distributes mail to Community Foundation team members

Office Administration:

- Provides essential meeting support including, but are not limited to, the following:
 - Maintains the Community Foundation's conference room calendars; assists with scheduling of meetings; responds to meeting notices and requests; schedules and assigns conference rooms in the Community Foundation's Outlook calendar
 - Assists with the flow of team meetings by distributing meeting materials; follows up on meeting attendance; plans and provides meeting refreshments and meals (including ordering and coordinating with caterers); room arrangement, readiness, setup and post-meeting cleanup
 - Assists with conference calls and conference room technology
- Responsible for daily setup and maintenance of the office kitchen
- Monitors the sufficiency of office supplies and places orders as needed
- Data entry and transaction processing
- Monitors usage, charges and working order of office equipment. The ROA serves as the Community Foundation's interface with pertinent office equipment vendors and requests service when needed.
- Assists team members with the orderly destruction of confidential materials
- Provides administrative coordination and support for specialized initiatives, teams and events
- Assists with outgoing mail including applying postage, mailing and scheduling pickup
- Photocopies and files appropriate documents as needed
- Assists the Operations Manager with facility management, team training and orientation

TECHNICAL EXPERTISE/EXPERIENCE AND QUALIFICATIONS

- Undergraduate degree preferred, equivalent educational or work experience acceptable
- Three years of administrative experience including performing receptionist role and duties at a significant level
- Ability to uphold high client service standards
- Proficient in the use of the Adobe and the Microsoft Office suite and advanced mastery of Outlook calendar functions including room and resource scheduling
- Ability to learn quickly, to respond/react quickly to changing priorities and to demonstrate completion of required tasks with minimal supervision
- Excellent oral and written communication skills with the capability to communicate at a professional level with team members and Community Foundation constituents
- Strong interpersonal skills and demonstrated ability to establish and maintain effective relationships with persons of diverse backgrounds
- Detail-oriented with the ability to manage multiple responsibilities simultaneously in an organized and flexible fashion, with a high degree of accuracy and attention to detail
- Capable of exercising good judgement when it comes to problem-solving, setting priorities, and decision-making
- Aptitude for learning new technologies and utilizing systems that promote efficiency and effectiveness

ABOUT THE COMMUNITY FOUNDATION:

The Community Foundation for Greater Buffalo is a 501(c)(3) organization that was established in 1919 to enhance and encourage long-term philanthropy in the Western New York community. The Community Foundation maintains more than 850 different charitable funds, established by individuals, families, nonprofit organizations and businesses. We are committed to helping our clients support the issues and organizations that they care about most and to fulfill our mission of connecting people, ideas and resources to improve lives in Western New York. Together, with our clients and partners, we are creating positive change in our community. www.cfgb.org.

APPLICATION PROCEDURE:

We're looking for top talent: people who want to use their abilities to make a lasting difference. If that is you, then please send a cover letter explaining your interest in this position and what you would bring to the Community Foundation for Greater Buffalo. Send cover letter and resume as a single Word or PDF document via email to: Jobs@CFGB.org. No calls please. Application deadline: Open until filled.

The Community Foundation for Greater Buffalo is an equal opportunity employer committed to valuing diversity and practicing inclusion.