

Family Promise of Western New York (FPWNY)

Office Assistant

Job Title: Office Assistant

Status: Part Time, Hourly

Reports to: Executive Director

FPWNY is an emergency shelter for families experiencing homelessness in our community. The Office Assistant's role is to help support the operations of the program by assisting with finances, scheduling, communications, tracking, data management and the general functioning of the office. This is also a critical role for providing morning coverage in the building. This role is essential for ensuring the office functions effectively and efficiently.

Duties

- Opens and staffs the main office in the mornings, including checking phone messages, answering phone calls and responding to any questions our guests may have
- Responsible for finances in office, including submitting payroll, reconciling books, processing and depositing donations, paying bills, writing thank you letters
- Responsible for scheduling Resident Assistant and volunteer shifts for evenings, weekends and overnights
- Responsible for scheduling and communicating in advance with dinner volunteers
- Greets and tracks visitors, accepts and records donations, offers tours when appropriate, logs visitor information into FP Force, our Salesforce product
- Keeps track of office supplies, orders low supplies, processes incoming orders/donations into the building
- Tracks calls seeking shelter from the community or from the Department of Social Services and enters log weekly into FP Force, our Salesforce product
- Supports donor management by processing thank you letters for donations and recording donor information into FP Force, our Salesforce product
- Process and scan hiring and compliance paperwork
- Assists with social media posts and updates to our website
- Responsible for managing office volunteers
- Responsible for monthly safety checks of the building
- Ensures our vehicle stays current on inspections, repairs and safety protocol
- Troubleshoots technology issues in the office as they arise
- Completes other duties as assigned by supervisor

Skills and other Qualifications

- Strong organizational and data management skills
- Knowledge of Quickbooks and Salesforce
- Excellent written and communication skills for collaborating with staff, guests and community

- Background checks required
- At least 5 years experience working in finance, accounting or equivalent positions
- Mission-driven

Agency Expectations

- Complies with agency standards of conduct and professionalism
- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbooks
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Ability to work in an alcohol and drug free environment.

Hours: 7:00am-11:00pm, Monday-Friday

Compensation: \$15/hour

To Apply: Please visit our website at www.fpwny.org/jobs