



## **JOB DESCRIPTION**

**POSITION:** Administrative Assistant

**REPORTS TO:** Chief Operating Officer

### **Summary Description:**

This position will support the general operations of the agency with responsibilities in three key functional areas: operations, programs, and communications/events. Major functions are to serve as the agency receptionist, manage clerical/data entry, and provide administrative support to each department. The position will often be one of the first introductions an individual has to Cancer Support Community at Gilda's Club Rochester (CSC), and therefore, must maintain a positive, friendly, and welcoming presence. The position is responsible for ensuring the seamless flow of members, volunteers and visitors into, around and out of the clubhouse, while focusing on quality and member/volunteer satisfaction.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **General:**

- Demonstrate commitment to the mission and strategic direction of Cancer Support Community at Gilda's Club Rochester (CSC).
- Interface with members, volunteers and guests to ensure friendliness, cleanliness and attractiveness of all program areas.
- Other duties as required that may not be defined in these responsibilities with respect to each functional area to support the agency and each department's objectives effectively.

#### **Operations:**

- Serve as agency receptionist, answering incoming calls and inquiries, welcoming/ greeting in-person guests, and providing the necessary guidance or information.
- Interface with the community at large and assists in event fundraising efforts on behalf of the organization.
- Assist with data entry and reconciliation.

#### **Program Department**

- Enter daily program activity in online event calendar, send out program news/updates, and assist in the onboarding of new members.
- Schedule meetings, programs, and appointments through Outlook calendars, Zoom, and/or agency's program calendar software (Gnosis).
- Make reminder calls to members about program attendance.
- Assist in developing monthly calendars and flyers related to member and volunteer activities.
- Coordinate member, facilitator, volunteer, and program information and schedule.
- Maintain on-going communication with members and volunteers via phone, calendars, flyers and letters as needed.

- Participate in weekly program planning meetings, as necessary, for the planning and execution of program activities, camp activities and special events.
- Assist with planning and implementing all seasonal building decorations.

### **Communications & Special Events**

- Schedules meetings, programs, and appointments through Outlook calendars, Zoom, and/or agency's program calendar software (Gnosis).
- Assist in sending out timely communications notices, manage in-kind donations and donor database for multiple events, donation tracking and follow ups.
- Assist with setting up events in event platform (GiveSmart) – entering donations for online auctions.
- Assist with mailings to solicit in-kind donations for event auctions and send out thank you letters upon receipt of donations.
- Assist with any collateral material (promotional materials) development and logo use following branded guidelines and ordering giveaway supplies including coordinating with local printers to secure quotes and submitting files for production.
- Participate on event committees as needed
- Assist with event planning, auction preparation, and day of event activities.
- Support event fundraising efforts by making follow-up calls.
- Prepare tabling supplies and materials for volunteers representing us at community outreach events

### **Education/Experience:**

Bachelor's degree preferred. Experience in program support within a not-for-profit organization required. Must have strong computer skills in Microsoft Office products. Knowledge/experience with accounting software (ie, Quickbooks) a plus. Ability to speak Spanish is desired but not required.

### **Skills, Knowledge and Abilities:**

- Must have the ability to work courteously with the Board of Directors, Committees, volunteers, staff, vendors and members.
- Must be able to work well with people of diverse backgrounds.
- Must be proficient in Microsoft Office programs (Word, Excel, PowerPoint especially); ability to learn new and proprietary software programs to effectively manage agency member/donor database (Gnosis) and fundraising event platforms (ie, GiveSmart).
- Must have a willingness and ability to learn Canva, a basic design program, to support agency creation and/or revision of agency collateral materials. Knowledge or expertise with Adobe creative Suite (ie, Indesign and Photoshop) is desirable but not required.
- Must possess a current New York State driver's license and have access to reliable transportation.
- Must be available to work flexible hours including evenings and weekends.
- Must have demonstrated organizational and time management skills.
- Must be able to work independently or as a team.
- Must be able to multitask effectively handling multiple tasks with overlapping deadlines, take initiative and be a problem solver..
- Must be able to lift 40 pounds without assistance.

**Schedule** – Full time position, typically Monday-Friday but may require some occasional evening and/or weekend support for agency events and programs.

**Submit Resume to:** [careers@cscrochester.org](mailto:careers@cscrochester.org)