



THE NONPROFIT
ASSOCIATION OF
OREGON

Connect. Improve. Advance.

POSITION ANNOUNCEMENT

Office Administrator

This is your opportunity to help strengthen nonprofits throughout Oregon!

Reports to: Director of Membership, Communications & Advancement
Status: Regular, Full time, Hourly / Non-Exempt (40 hours per week)
Salary: \$31,200 annually / \$15.00 per hour
Closing Date: Thursday, January 31, 2019 @ 5:00 p.m. or until position is filled.
Applications will be reviewed on a rolling basis. Candidates are encouraged to apply early.

Are you passionate about serving Oregon's nonprofit sector? Are you an administrative all-star looking for an opportunity to fine-tune and grow your skills? If so, you might be the ideal candidate to become the Nonprofit Association of Oregon's Office Administrator! We are seeking to add a dedicated NAO team member who is organized, detail-oriented, welcoming, and able to manage fast-paced and varied workload.

The Office Administrator performs a wide range of clerical, administrative, and customer service activities that support NAO's operations broadly, helping NAO to effectively and efficiently serve our nonprofit and affiliate members and prospective members, event participants, board members, and the nonprofit community at large. This role requires a strong clerical and administrative skills, and the ability to provide exceptional customer service in resolving and routing incoming requests. This is a detailed and data oriented position that requires excellent problem solving and discernment, technical skills, and the ability to prioritize a wide range of regular daily duties and emergent or urgent priorities in a fast-moving, energetic environment.

Duties & Responsibilities

- Provide front office reception and customer service support.
- Process membership applications and dues payments.
- Process nonprofit and affiliate membership invoices and reminders.
- Process event registrations and payments.
- Assist in the set-up of online event registration pages.
- Provide advance, day-of, and post-event support for learning and convening events.
- Provide administrative support for NAO board-related activities, including: scheduling meetings, meeting set up and notetaking, maintaining corporate records, etc.
- Open, sort, and distribute mail.
- Process- incoming checks, file paid invoices, and route check requests for signature.
- Perform data entry and record-keeping tasks in NAO's constituent database (CiviCRM) and the Directory.
- Support ongoing data maintenance tasks and special projects.

- Process conference room rental requests, scheduling, payments and room set-up.
- Input event submissions into NAO's online community calendar.
- Coordinate general operational activities; routing facility requests, coordinate administrative vendor services, and provide limited desktop support for staff, and general maintenance and troubleshooting for office systems and equipment.
- Attend to office tidiness in common areas.
- Process sales of books and other "walk-in" sales materials.
- Other duties as assigned.

Qualifications

- Commitment to serving nonprofits and NAO's mission and values.
- Experience in administration, customer service, or clerical, preferably with a nonprofit organization.
- Ability to quickly discern the right course action to address and route a wide array of incoming requests.
- Ability to provide effective and efficient customer service.
- Ability to prioritize tasks and work with frequent interruptions.
- Strong interpersonal and communications skills (verbally and in writing) and ability to provide services and support internally and externally.
- Excellent time management and organizational skills with the ability to manage and meet multiple deadlines, with a high level of attention to detail.
- Proficiency with the Microsoft Office Suite of programs (Word, Excel, Outlook)
- Experience working in database systems, and a general understanding of relational database systems (CiviCRM preferred).

Terms of Employment & Compensation

Starting salary is \$31,200, NAO offers a generous benefits package that includes: health, dental, vision, paid vacation and personal leave time; and participation in a 403(b) retirement plan. This is a full-time, non-exempt position.

How to Apply

Please complete and submit a cover letter describing your interest and talents for this position and include a detailed resume that speaks to the qualifications listed above. You may submit your materials in a variety of ways: by email to jobs@nonprofitoregon.org, by fax to 503-236-8313, or by mail to 5100 SW Macadam Avenue, Suite 360 / Portland, OR 97239. Upon application, you will receive an acknowledgment email and an invitation to complete an anonymous four-question survey to help us track and analyze our ability to attract a diverse pool of candidates.

NAO is an equal opportunity employer and is committed to hiring staff that represent the communities we serve. Racial, ethnic, and religious minorities, LGBTQIA+ people, people with disabilities, and veterans are encouraged to apply.

Please visit our website www.NonprofitOregon.org to learn more about the Nonprofit Association of Oregon and our programs and services