

**Job Title:** Administrative Assistant

**Status:** Part-Time, 20 hours per week; non-exempt

**Date:** January 2026

**Reports To:** Fund and Operations Manager

**Grade:** 9

### **ORGANIZATIONAL MISSION**

To enhance the quality of life for our citizens now and for future generations by building community endowments, meeting needs through grantmaking, providing leadership, and promoting collaborations on community issues.

### **PRIMARY PURPOSE OF JOB**

The Administrative Assistants are the first point of contact for visitors and callers to our office. This role is responsible for managing the front desk, providing a welcoming and professional presence, and ensuring a smooth flow of communication within the organization. Two part-time Administrative Assistants will share front desk responsibilities in an alternating weekly schedule. The two receptionists will coordinate to provide seamless front desk coverage. All activities will be aligned with CFO's mission, vision, and values.

### **ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS** - *Other duties may be assigned*

- Greet and assist visitors at the CFO office and handle calls on the general office line as first point of contact providing general information as appropriate
- Provides excellent customer service, cultivating positive working relationships with all staff, volunteers and external customers.
- Keeps up-to-date information on location of staff, mobile schedules and community events and promotions.
- Answer, screen, and direct incoming phone calls to appropriate staff.
- Have a working knowledge of donor systems, CommunitySuite and Fund Manager, to assist callers with basic questions.
- Handle emergencies or unforeseen circumstances that occur in the lobby in a calm, professional manner.
- Assists with special administrative projects for all CFO Departments, as needed. Special projects could include mailing, labeling, printing, copying, scanning, and data entry projects.
- Maintain a tidy and organized front desk and reception area
- Receive, sort, and distribute incoming mail and deliveries

- Schedule and coordinate the general Foundation calendar and use of CFO's public meeting spaces for internal and external use. Additionally, coordinate and manage the Foundation's calendar for the use of the CFO's company vehicles.
- Compile publicity book for CFO board of directors and oversee CFO media tracking as directed by communications team.
- Monitor and respond to support email requests providing service to the CFO's donors, agency partners, affiliate foundations, and others.
- Support the other CFO departments with updates to agency partner, donor, or fund establisher contacts, as well as mailing list updates.
- Work with Senior Director of Operations and Fund and Operations Manager, to support building and grounds maintenance, repairs and cleaning schedules
- Support the Fund and Operations Manager with scheduling, maintenance, licensing and repairs for CFO staff vehicle.
- Perform light housekeeping such as kitchen clean up, trash or recycling removal.
- Other duties and responsibilities, as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Proficient with Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook. Experience with database work preferred.
- Excellent customer service skills.
- Strong time management skills.
- Excellent verbal and written communication skills in a professional tone.
- Strong interpersonal skill with the ability to work with multiple team members.
- Strong organizational skills and attention to detail.
- Ability to function well in a fast-paced and at times stressful environment with some times of frequent interruptions.
- Willingness to work flexible hours including some early mornings, nights and weekends as necessary.

#### **CFO CORE VALUES AND COMPETENCIES**

**Integrity:** *Stewardship you can trust.*

**Respect:** *Relationships matter.*

**Leadership:** *Collaboration creates solutions.*

**Vision:** *Our focus is forever.*

**Building Trust** – *Interacting with others in a way that gives them confidence in one's intentions and those of the organization.*

**Constituent Focus** – Ensuring that the constituent perspective is the driving force behind organizational decisions and activities; crafting and implementing service practices that meet constituent’s needs.

**POSITION CORE COMPETENCIES**

**Building Constituent Loyalty** - Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.

**Engagement Readiness**- Demonstrating a willingness to commit to one’s work and to invest one’s time, talent, and best efforts in accomplishing organizational goals.

**Managing Work (includes Time Management)** - Effectively managing one’s time and resources to ensure that work is completed efficiently.

**Quality Orientation** - Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

**EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS**

- High school diploma or equivalent GED is required. Associate’s degree in business administration, nonprofit administration, or other related fields is preferred.
- Bachelor’s degree or equivalent professional experience is a plus.
- Prior front desk or customer service experience preferred
- Must possess a valid driver’s license and have a good driving record.

**PHYSICAL CONTEXT AND WORK ENVIRONMENT**

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to see to read documents/reports and use computer.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with staff, donors, vendors, and general public.				X

<b>Sitting:</b> Must be able to sit for long periods of time.			<b>X</b>	
<b>Standing/Walking:</b> Must be able to move about the work area.		<b>X</b>		
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor.	<b>X</b>			
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 20 pounds with or without reasonable assistance.	<b>X</b>			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				<b>X</b>

## **WORKING CONDITIONS**

This position will be based at the CFO's Springfield office. The office work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise. Normal business hours are generally Monday through Friday 8 to 5 with an hour lunch.

*The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

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**Employee Signature**

**Date**