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HABITAT FOR HUMANITY OF FREDERICK COUNTY, MD JOB DESCRIPTION: OFFICE COORDINATOR

The Office Coordinator is responsible for managing the various administrative tasks of the local office for Habitat for Humanity of Frederick County, MD (HFHFC) and supporting the essential functions of the Operations team. This position reports primarily to the Senior Manager, Volunteer & Operational Services, with additional support and reporting responsibilities to the Executive Director and Finance Director. This role also works collaboratively to support the Board of Directors and ReStore staff, committees, volunteers and other community members to represent the core values and vision of the Organization.

This position is responsible for working collaboratively with the Sr. Mgr., Volunteer & Operational Services, to support the daily operations of HFHFC effectively and efficiently while simultaneously serving as the initial contact for in-person visitors, clients and guests of the organization. This position requires that most tasks be completed in the office, allowing for out-of-office work with supervisor approval.

This role requires effectiveness in planning, prioritizing, and executing tasks in a timely manner. The Office Coordinator must also exhibit skills in building & maintaining strong relationships both internally & externally. The ideal candidate is both approachable & respectful, comfortable with new technology, virtual meeting platforms and scheduling systems. Candidate should be well-organized, have great time management skills and be able to take initiative and act without guidance.

ESSENTIAL ROLES AND RESPONSIBILITIES

Reception

- Ensure a welcoming and professional reception for staff and visitors, via front office presence, phone etiquette, electronic communication and social media, as applicable.

Infrastructure

- Oversee the day-to-day operations of the organization with professionalism and integrity, including answering the phone, greeting walk-in guests, scheduling appointments for Executive Director and other Directors, as requested, fulfilling Director requests for supplies and information on a timely basis (usually within the day), and responding/reporting back on those requests to achieve closure, etc.
- Proactively maintain and update company records and filing systems, as needed, including electronic storage, phone contact cards, and staff, Board and Committee contacts, as examples.
- Management of ongoing office vendors (Operations & ReStore).
- Take the lead on planning and scheduling annual staff and Board retreats, as well as special events, such as the Holiday Party and Anniversary Events, recognition of employee's birthdays and work anniversaries, etc., or work to support event leaders if another staff member is designated to lead that event. Communicate plans with supervisor and initiate a committee to help, if needed
- Maintain strict confidentiality of all sensitive information of the Organization.
- Balance assignments and conflicting requests through effective communication and prioritization.



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ESSENTIAL ROLES AND RESPONSIBILITIES (*continued*)

Administrative Duties

- Maintain current office procedures and implement strategies to improve office efficiency.
- Assist the Operations Team with administrative duties, such as reconciling monthly credit card statements, preparing expense reports, scheduling appointments and travel, etc.
- Greet clients, guests in front office and be able to speak to Habitat programs and community resources.
- Strong computer skills, proficiency in Microsoft Office Suite (incl. Outlook, Word, Excel & PPT), spreadsheet management and data/information tracking, and effective use of additional office software platforms, as needed.
- Organization of corporate files and records, as well as warehouse oversight and inventory management & supply ordering.
- Proactively maintain a well-organized, efficient and clean office environment, including timely management of office supplies, kitchen supplies, HFH pamphlets & other materials available to the public.
- Work collaboratively with the staff and the Executive Director to set organizational goals, budgets, and strategies for the organization's growth and success, including clearly detailed updates on department needs, budget requests, etc.
- Event setup and registration – Act as point of contact for scheduling community events, to include but not limited to communication, registration, securing booth placement and scheduling staff and board.
- Schedule and facilitate staff and Board meetings as well as offsite events. Take notes at said meetings.
- Employee onboarding in a timely fashion, including preparing the new employee's personnel folder for HFHFC, providing new employees with the initial employment paperwork (making sure it is completed prior to the employee beginning work on the first day), obtaining copies of required documents such as social security card and driver's license (as shown on Form I-9), and prepare/update an electronic document of each employee's driver's license expiration date and obtain new driver's license when expired (for vehicle insurance purposes).
- Email insurance agents on or prior to the starting date of new employees to set up time for employees to meet with agents about insurance benefits.
- Remit all office expense invoices timely and accurately to the Accounting Manager (within 1-2 days of purchase, whether cash or on-line).
- Other duties and assignments as determined by the Supervisor, Executive Director, Associate Executive Director and/or Finance/HR Director.

IT Support

- Act as liaison to corporate IT provider to report concerns, troubleshoot solutions and identify issues to elevate to management.
- Work with IT provider to establish appropriate technology and hardware services for new employees.
- Manage inventory of IT and phone equipment, including but not limited to employee laptops, office hardware and software, and access to records supporting IT needs.



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ESSENTIAL ROLES AND RESPONSIBILITIES (*continued*)

HFHI Assistance

- Maintain affiliate compliance requirements and schedule for Habitat International.
- Ensure timely communication of, and responsiveness to, Habitat International reporting requirements and matters related to Affiliate Good Standing. Any reports filed with HFHI should be sent to the supervisor for approval, and copied to the Executive Director prior to transmission to HFHI

SKILLS AND QUALIFICATIONS

- Proven experience in office management
- High level of professionalism, discretion and confidentiality
- Strong organizational skills with an eye for detail
- Strong written, verbal and interpersonal skills
- Ability to multi-task and prioritize tasks effectively
- Ability to produce materials enabling the public and donors to understand the work of Habitat for Humanity and its impact on the local community
- Commitment to the Mission and Vision of Habitat for Humanity of Frederick County and a willingness to work passionately to provide affordable homeownership solutions to local residents
- Willingness to work with all staff to achieve a common goal, beneficial to the Organization and to the community