

JOB POSTING: Administrative Assistant/Office Manager

REPORTS TO: Executive Director

ORGANIZATION: Valley Community Development seeks to empower low and moderate income people and underserved populations manage and improve the quality of their lives. We accomplish this through the development of affordable housing, providing economic opportunities, and encouraging community leadership. We accomplish these goals by focusing on three areas of community development:

- Housing Services including first time homebuyer workshops and foreclosure prevention counseling
- Affordable Housing Development and Management
- Small Business Development and Counseling

POSITION: Valley Community Development is seeking an Administrative Assistant/Office Manager to perform a wide range of complex and confidential administrative and support duties. This is a salaried position that requires excellent communication and interpersonal skills and ability to provide internal support and assist in the delivery of services and housing to a wide range of external constituents.

This position is responsible for developing and maintaining office systems that will support staff in the collection, organization and reporting of data and documents necessary to ensure ongoing compliance with local, state and federal funding agencies.

The Administrative Assistant/Office Manager will join a core team of five staff to support the Executive Director, Fiscal Director, Real Estate Project Manager, Homeownership Coordinator and Small Business Coordinator.

QUALITIES:

- Knowledge or experience with nonprofits, social services, government programs is a plus.
- Hard working dedicated professional who is honest, loyal decisive and credible.
- Self-starter who values integrity and is passionate about serving Valley's mission.
- Commitment to a culture of inclusiveness and evolving an awareness of tackling issues of racial and economic equity; providing feedback and working collaboratively; and fostering strong interpersonal communication to meet the challenges of serving low income population.
- An individual who is passionate about achievement and draws energy from working hard and doing a spectacular job.

CORE RESPONSIBILITIES:

- **Supporting the Executive Director** including: providing support on correspondence and inquiries; coordinating communications; arranging, preparing for and handling necessary follow-up work for meetings;

Valley
Community
Development



256 Pleasant Street
Suite A
Holyoke St Entrance
Northampton, MA 01060
413.586.5855

- Processing donations, managing donor records, preparing thank you letters and supporting ongoing fundraising, including coordination of annual mail campaign.
- **Provide administrative support to staff** using multiple technical applications including database management, spreadsheets, Outlook and Salesforce; and including data entry and reporting; webinar event management; social media coordination; etc.
 - Overseeing office management including but not limited to: troubleshooting technology; purchasing and maintaining inventory of office supplies; creating and maintaining filing systems; providing general office and housekeeping support.
- Serve as a primary greeter for walk-in clients. Assisting walk-in clients with routine information requests and referrals.
- Other duties, as required.

QUALIFICATIONS:

- Associates degree required; Bachelor's Degree preferred
- At least three years of related experience in office administration with solid customer service skills with proven attention to detail and flexibility with job requirements.
- Strong critical thinking, problem solving, troubleshooting and decision-making capabilities; demonstrated ability to identify procedural problems or inefficiencies and to recommend and implement improvements.
- Excellent verbal and written communication skills, in particular strong writing and editing skills.
- Strong planning, organizational and project management skills; ability to complete assignments independently, professionally and in a timely manner.
- Ability to maintain confidentiality.
- Ability to work and remain composed under the pressure of tight deadlines; ability to work independently and manage effectively under demanding conditions.
- Proficiency in MS Office – specifically Word, Outlook, PowerPoint and Excel and experience with database management

Benefits:

- Simple IRA with matching up to 3% contribution (similar to 401k/403b)
- Health insurance (75% paid by employer)
- Dental, Disability, Life insurance – (employee-paid)
- 15 days paid vacation + 15 sick days + 2 Personal days
- 11 paid Holidays
- Free parking one block from the office in downtown Northampton

Schedule: Salaried position, 35 hour work week (reasonably flexible within business hours)

Work Location: 256 Pleasant Street, Suite A, Northampton MA 01060

Company's website: valleycdc.com

COVID-19 considerations: Valley's office space accommodates our staff under the current state guidelines for square footage and safe social distancing practices. Ideally the candidate will work primarily in the office but flexibility is allowed for remote work as needed and arranged with Executive Director.

Application Instructions: Applicants should submit a cover letter and resume to Peter Jessop, at pj@valleycdc.com

Equal Employment Opportunity Policy: Valley Community Development is committed to providing equal employment opportunities to all employees and applicants without regard to race, religion, color, sex (including breast feeding and related medical conditions), gender identity and expression, sexual orientation, national origin, ancestry, citizenship status, uniformservice member and veteran status, marital status, pregnancy, age, protected medical condition,genetic information, disability or any other protected status in accordance with all applicable federal, state and local laws.