



Position Description

Administrative and Outreach Assistant

Since 1989, Rivers of Hope (ROH) has ensured that adult and youth victims living in the midst of violence and crisis receive a rapid response and ongoing support to ensure long-term safety and independence. The organization serves residents of Sherburne and Wright Counties and is the sole provider of community advocacy and support services for victims of domestic violence in these communities. In collaboration with schools, law enforcement and the court system, in 2016 we had 5,000 contacts with over 1,200 individuals.

The mission of Rivers of Hope is to promote a community coordinated response to end family and teen dating violence through education, advocacy and community based support.

Job Profile and Reporting Relationships

The Administrative and Outreach Assistant provides support to the staff and the programs of Rivers of Hope and promotes the services available to the community. The Administrative and Outreach Assistant reports to the Executive Director.

Key Duties and Responsibilities

A. Administrative Duties (45%)

1. Compile and send packets to Rivers of Hope Board Members for monthly board meetings.
2. Create post and email mailing lists and perform mail merge for mass mailing events.
3. Perform data entry of donor contact information and run donor reports from the DonorPerfect database.
4. Compose and send thank you letters to donors.
5. Serve as primary contact person for maintenance on the copier, computer service and security system.
6. Open and distribute mail and enter checks onto the check log.
7. Serve as a backup for answering phones.

B. Outreach and Marketing (45%)

1. Post messages on the Rivers of Hope social media accounts including Facebook and Twitter.
2. Make updates to the Rivers of Hope website.
3. Send program evaluation forms to Rivers of Hope clients and partners via Survey Monkey.
4. Send mass email messages to Rivers of Hope constituents via Constant Contact.
5. Assist with the creation of print materials.
6. Assist with special events and represent Rivers of Hope at community events.

C. Other (10%)

1. Attend appropriate training to enhance professional skills.
2. Attend Rivers of Hope staff meetings and special events as requested.
3. Other duties as assigned.

Qualifications

Minimum Education and Experience

An Associate's degree, or experience providing administrative support services. **Special consideration will be given to applicants with experience with one or more of the following programs: Adobe Photoshop, ConstantContact, Survey Monkey, DonorPerfect or managing social media (Facebook, Twitter) for businesses.**

Knowledge, Skills and Abilities

- Proficiency with Microsoft Office and any of the programs listed above.
- Demonstrated flexibility and ability to handle multiple projects in a fast-paced, evolving environment.
- Excellent analytical, decision-making, time management and organization skills.
- High degree of confidentiality, diplomacy, discretion and tact.

Working Conditions

1. Ability to work in an environment which requires the use of PC approximately 30% of the time; ability to perform repetitive motion of fingers, hands and wrists.
2. Willingness to be flexible with work hours to accommodate the needs of the organization.
3. Ability to travel intermittently for meetings and events.

Physical Requirements

Light lifting of materials and equipment in the typical office environment.

FLSA Classification

Non-Exempt, Part Time

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this position description.

ETHICAL PRINCIPLES AND PRACTICES

Rivers of Hope recognizes that employees play different but equally important roles. Everyone associated with ROH must recognize the impact her or his role plays in our overall success. The success and future opportunities for individual employees is built around the overall success of the organization. Everyone associated with ROH is to project a professional image. Our practices will remain congruent with the mission and strategic plan. Because of this, the following principles and practices have been adopted by the staff team and we strive to live by them:

Mission Integrity and Value Base – We are dedicated to the mission of the organization and focus on its accomplishment. We are value-centered and act on the values of shared leadership, mutual respect, equality, trust and compassion.

Accountability/Reliability – We are committed to carrying our weight or saying when unable to do so. We understand our roles and are accountable for our responsibilities. We work to understand and respect the roles of others. We keep our work on track and on time.

Honesty, Trust, and Confidentiality – We trust that we can be truthful and will be safely heard. We are confident that others will act in an equally trustworthy way. We will communicate with each other directly and privately and be patient with each other. We respect the confidentiality of our colleagues and constituencies. We follow the ethics of our respective professions.

Mutual Respect and Civility – We follow the Golden Rule and treat others as we would like to be treated. We respect the ideas and opinions of others and generously contribute our own. We clearly communicate and respect the boundaries of our work while respecting the boundaries of others. We respect one another's culture, history, and humanity. We honor and include everyone's expertise and treat everyone as an equal.

Non-violent Communication and Acceptance – We observe without judgment and understand the feelings and needs behind our own actions and the actions of others. We make clear and doable requests to meet our needs and the needs of others. We act out of the belief that while our strategies may come into conflict, our needs do not. Through this communication we find solutions that meet all our needs.

Shared Leadership – We empower all stakeholders (leaders, co-workers, constituencies and clients), by listening and responding to their needs. We recognize each other's expertise. We are team players who help our co-workers accomplish their goals when invited to do so. We offer help whenever we can.

Excellence – We are committed to excellence and to achieving our fullest potential as individuals and as an organization.

Stewardship – We are good stewards of the people, programs, and resources entrusted to us by the public and funders. We responsibly safeguard all aspects of the organization in full participation with the community.

Flexibility and Creativity – We promote and accept change. We have the freedom to make mistakes and we strive to grow and learn from them. We work to expand our knowledge and skills/abilities.

Balance of Work and Life – We achieve a balance of work and life with the flexibility to meet the needs of both. We keep our job responsibilities in perspective and create opportunities to celebrate joy and have fun with one another.