Office Coordinator Job Description
We Are Family

Job Summary
The Office Coordinator is responsible for the day-to-day operations of, and administrative duties associated with We Are Family’s programs and services. This includes managing office procedures and daily operations; updating the website and organizational calendars with timely information and regular events and programs; and assisting with database management, donor acknowledgements, and supporting the Executive Director with other duties as assigned.

This position reports to the Executive Director and works in partnership with staff, stakeholders as well as directly with community members of diverse backgrounds. This is a part-time position (20 hrs/week) contingent on funding.

Duties & Responsibilities
• Manage daily communications, including answer phones and respond to basic inquiries (via phone and email) about the organization. Refer other communications to the appropriate staff person as needed.
• Manage office files and label them accordingly that is logical and easy for others to find information.
• Organize office supplies and make sure ordering is done timely and, in a cost, effective manner.
• Manage organizational calendars and scheduling
• Organize incoming and outgoing mail to the organization which includes sorting, routing to the appropriate person for response, sorting bills and informing the Executive Director as to the arrival of bills, donations and new inquiries.
• Enter basic donor information into donor database software (Etapestry) and work closely with the Executive Director to collect and record income/expenses for financial records (not limited to but including donations, program income/expenses, and operational expenses)
• Work with staff to update events, information, articles and information to the website and maintain, update, distribute/post agency resources (external referrals, bulletin boards, social media, flyers, publication, website) or delegate as appropriate.
• Work with other staff and board members to promote organization events.
• Assist the Executive Director with e-newsletters as needed.
• Coordinate annual donor/volunteer recognition event with the Volunteer Coordinator, Executive Director, and Board of Directors.

Qualifications & Experience
• Preferred Education: High School Diploma or GED equivalent
• Preferred Experience: One-year customer service and/or administrative experience. At least one year working or volunteering in a non-profit setting preferred.
• A passion for We Are Family’s work and its mission to make the South a better place
for LGBTQ youth and a commitment to follow all policies and procedures of the organization

- Good verbal and written communication skills, including strong organizational skills, attention to detail, and interpersonal skills
- Strong computer skills and knowledge including word processing database operations, spreadsheets, and other software systems
- Experience with donor database software (eTapestry) preferred.
- Willing to complete a background check
- Flexible availability to work evening, weekend, and extended hours including overtime as needed
- Demonstrated ability to work effectively with people of diverse racial and ethnic identities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical/mental abilities in a multi-cultural environment

**Compensation:**
- Hours: 20 hours/week
- $17-18 per hour
- Professional development opportunities available upon request and approval
- Non-exempt

**To apply:**
Go to waf.org/jobs for additional details. Please submit a cover letter and a resume in a Microsoft Word or Adobe PDF document by email with “Office Coordinator_(First and Last Name)” in the subject line to info@waf.org.

**About the Organization:**
As a Southern Grassroots non-profit organization, We Are Family’s mission is to provide affirming spaces for LGBTQI+ (lesbian, gay, bisexual, transgender, queer/questioning, intersex, etc.) and ally youth up to the age of 24 through direct support, leadership development, and community engagement.

Position is located in Charleston, SC.

**Equal Opportunity:**
We Are Family is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, HIV status, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.