



## Santa Fe Community Foundation Job Description

**Job Title:** Office Coordinator

**Reports To:** Vice President for Advancement

**FLSA Status:** Exempt

**Summary:** Responsible for managing seamless and supportive operations for Santa Fe Community Foundation (SFCF) office including providing hospitality and excellent customer service to visitors and staff; creating a warm, welcoming, and efficient work environment; and providing knowledgeable information and guidance about the Foundation's work in response to a wide range of inquiries. Position assists with management of vendors, public use of space, and maintenance of technology infrastructure. As a valued member of the advancement team, works closely with the Vice President for Advancement to support implementation of relevant and meaningful programs for the nonprofit and philanthropic communities.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Office Management and Administration:
  - Responsible for creating the first caring, positive impression of SFCF to visitors. Ensures all guests to the Foundation are treated with respect and made to feel acknowledged and welcome. Creates protocols to ensure those outcomes.
  - Answers and oversees telephone system; directs calls and inquiries appropriately and/or provides knowledgeable information on a variety of questions and requests regarding SFCF.
  - Documents and maintains office administration documents in SharePoint; ensures all staff members have access to and are knowledgeable about office procedures and practices.
  - Ensures in-person pick-ups, deliveries, and distribution of SFCF materials are made.
  - Responsible for maintaining well organized and professional office appearance in shared meeting spaces.
  - Manages and maintains office Master Calendar including space and zoom account usages; schedules staff-wide meetings.
  - Monitors and orders office supplies, equipment, and furniture as well as office refreshment staples.
  - Assists with use of internal and external space including – processing incoming requests and confirming client needs, materials support for internal meetings and coordination with meeting lead.
  - Provides technology support for meeting space users, including projection, sound, internet access, conference calling, and remote access (Zoom).
  - Other duties as needed.
  
2. Advancement Team Support
  - Supports events with registration, mailings, material prep, and ad hoc tasks.
  - Supports the coordination of mailing and fundraising appeals with printing, sealing, and stamping. Includes special drop off or pick up at post office.
  - Responsible for adhering to the technology software Raiser's Edge (RE) best practices protocol to help maintain accurate constituent records.
  - Assists in taking donations over the phone (especially during the holiday season).



### **Qualifications:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Language Ability:**

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations, to customers, clients, and other employees of the organization.

### **Math Ability:**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

### **Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

### **Education/Experience:**

Bachelor's degree (B. A. / B. S.), and three to five years related experience and/or training.

### **Computer Skills:**

To perform this job successfully, an individual should have knowledge and proficiency in Microsoft Office Suite (Word, Excel, Outlook, SharePoint), PowerPoint, and Zoom.

### **Knowledge, Skills, and Other Abilities:**

- Ability to multi-task and prioritize in high-traffic environment with a variety of visitors, partners, and stakeholders.
- Excellent writing and verbal communications skills
- Experience in nonprofit, community, or philanthropic organizations helpful.
- Exceptional customer service, interpersonal skills, and a positive attitude is a must.
- Strong organization skills and attention to detail.
- Ability to work in coordination with a small team while maintaining professionalism and a sense of humor.
- Bilingual preferred.
- Working knowledge and experience with office procedures.
- Working knowledge of office technology (conference phones, projection, sound deck, microphones) and willingness to learn systems as required.
- Ability and willingness to learn new database platforms and software applications at the user level.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, and talk or hear. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

The Santa Fe Community Foundation is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive working environment. People of all backgrounds, perspectives, and skills are encouraged to apply.