



Preventing & ending homelessness for families with children

Family Promise of Northern New Castle County
Seeks a Full-Time Administrative & Facilities Assistant

Family Promise of Northern New Castle County (FPNNCC) prevents and ends homelessness for families by engaging faith-based congregations, volunteers and donors. Family Promise NNCC provides shelter diversion, rapid rehousing and shelter for families. Please see www.familypromisede.org for more info.

Administrative & Facilities Assistant Job Objective

The Administrative & Facilities Assistant is essential to ensuring smooth ongoing operations in several areas of the organization. This organized, compassionate, and motivated person will broadly manage daily operations providing support to all staff at three local locations, troubleshooting issues when they arise and finding solutions, and will assist the Finance Director and the Executive Director with light financial duties.

Responsibilities:

Ensure efficient and smooth day-to-day office operations (40%):

- Manage critical business systems and troubleshoot issues. Including but not limited to:
 - security hardware & software
 - computer hardware, software & operating system
 - business phone system & internet
 - business machines etc.
- Assist with managing business system accounts administrative portals and ensure access for secure business accounts is up to date and accessible for approved staff.
- IT Support: Set up new laptops. Troubleshoot existing laptops when problems arise. Provide basic IT support for staff. IT professional contract is in place for more complex issues.
- Coordinate with the part-time Operations Assistant (responsible for janitorial duties), assigning tasks when necessary. Review any supply needs.
- Organize donated goods, moving donations between two facilities when necessary.
- Receive onsite mail and deliveries and distribute; maintain supply of postage; run errands to post office when necessary.
- Telephone etiquette is professional, prompt and compassionate. This position answers general calls and transfers to appropriate staff members.
- Monitor two business email accounts daily in addition to individual email. Providing reply to some emails, forwarding others.
- Monitor inventory of program supplies, office supplies, & donations; meet with staff to identify needs; request supply orders and coordinate deliveries. Run errands to local stores when necessary.
- Work with the Community Engagement Manager to host supply drives to fill needs wherever possible.



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Perform Light Financial Duties, Admin Support (40%):

- Assist the Executive Director with preparation of the weekly cash deposit in conjunction with the Finance Director. Run the deposit to nearby WSFS Bank. Scan all check attachments, donation letters, etc. into file sharing storage system in a timely manner.
- Assist the Executive Director with distribution and filing of processed checks and payment records.
- Assist the Finance Director with document organization, including scanning documents, locating files, receipts, etc. This provides critical support for audits, monthly draws for reimbursement and general bookkeeping.
- Provide assistance and support to Case Management with filing, document scanning, archiving, supply delivery, etc.
- Assist with pulling documents for annual audit. Family Promise NNCC strictly adheres to the Financial Policy and Procedure Manual that is based on accounting best practices. All fiduciary tasks are performed to provide the best audit outcome at the end of each fiscal year.

Maintain facilities and assets (20%):

- Ensure facility needs are satisfied; schedule routine maintenance and respond to any needs that arise out of the ordinary. Contact preferred service providers/vendors as needed, such as: utility maintenance, exterminators, waste removal contractors, phone/cable provider, security system provider, repair companies, etc.
- Weekly check in with the Case Manager Supervisor to review any facility needs, supply needs, etc.
- Create and maintain a routine facility checklist, inspection schedule for weekly, monthly, quarterly needs.
- Set up systems for van maintenance; routine checks to ensure good working order of the van.
- Ensure the organization mobile and prepaid network cell phone accounts are kept up to date and in working order.

Additional Responsibilities:

- Meetings: Secure refreshments and manage any sign-up sheets, copies of agendas or hand outs
- Support events and fundraising.
- Flexibility to handle on site issues of two locations (staff support at third location); may require flexible scheduling.
- Must have valid driver's license and willingness to use personal vehicle.
- Assist with ensuring cleanliness and safety of Family Promise's buildings.

Education, Experience and Skills

- Work experience: procedure creation and implementation, managing day-to-day operations for a fast-paced small business/non-profit.
- Can show compassion and respect for vulnerable populations and for volunteers.
- Sensitivity and dedication to maintaining utmost confidentiality and discretion is a must.
- The successful candidate is enthusiastic and can take initiative. Must have a positive, figure-it-out attitude. Problem solving skills are essential.



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- Organized, can self-manage, and work to positive outcomes.
- Must have novice experience with Microsoft Office including Word, Excel and Outlook to include mail merge, calendar, spreadsheets, etc. CRM database and accounting software experience is desirable

Salary and Benefits

- This is a full-time position with benefits: health insurance, PTO, 12 paid holidays, retirement match after time of service.
- Mileage reimbursement for work-related car travel.
- Salary range is \$38,000 - \$45,000

Work Environment & Managing Success:

- This position reports to the Executive Director.
- Occasional lifting of materials of up to 25 pounds is necessary.
- Family Promise is comprised of a small staff and a large pool of volunteers.
- This position's success is measured by: accurate/timely work product; efficient/effective processes and procedures; services secured as needed; systems in place where possible; organizational systems employed.

Application Instructions

Interested applicants should send cover letter and a resume via email to tyler@familypromisede.org. Please include the words Administrative & facilities Assistant in your subject line.