



Job Description

Job Title: Administrative Assistant

Description of Company: At New Chapter Coaching, we believe that when our nonprofit organizations thrive, our communities thrive; fewer people go homeless, fewer people go hungry, and fewer people go without work. That's why we've dedicated ourselves to leveraging our strengths to help nonprofits and other social change organizations achieve their goals. Our leadership and organizational development services – coaching, training, and consulting – help nonprofits to make a difference – to improve the quality of lives and communities across Missouri and beyond; that, we think, is a pretty great reason to get out of bed every morning.

New Chapter Coaching is a small, woman-owned business centrally located in Columbia. We are well respected in our industry and active in our community. We have grown exponentially every year since being founded in 2008 and more growth is expected in the year ahead.

Job Summary: The ideal Administrative Assistant is a smart, dependable, energetic individual who seeks to work alongside New Chapter Coaching's team and maximize our work with nonprofits. This team member won't just be answering phones; they will be an integral part of everything we do for our nonprofit clients. We're seeking someone who is eager to learn, dedicated to personal/professional growth, and good with people. They must have good problem-solving skills and see opportunities, instead of obstacles.

This is a **part-time opportunity** at this time, specifically 15-20 hrs. per week. (Candidates seeking full-time employment are discouraged from applying.) **The ideal candidate will have knowledge, skills, and abilities in the areas of: customer service, bookkeeping, and office administration.**

Work Environment/Culture

Our core values are trust, equity, positive wellbeing, community focused, strengths-based, and outcomes-oriented. We work hard to get to know and understand each other and to cultivate trust-based relationships. We value our differences and what makes each of us unique. Our work environment is fast paced, while remaining focused on our wellbeing. We regularly eat lunch together, as well as engage in more formal team building activities, including team retreats. We have an office dog, an eight-pound Chiweenie named Stella. Our visioning and planning processes are collaborative and inclusive, with

everyone contributing to the vision we set and the plans we build. We believe in addressing conflict quickly, directly, and productively to maintain a positive workplace culture.

Currently, New Chapter Coaching employees are working in person. We are committed to following CDC guidelines and recommendations set forth by the Columbia/Boone County Public Health and Human Services and require all employees to do the same. All employees are required to be vaccinated, except those in need of an exemption due to a medical reason or because of a sincerely held religious belief.

Supervised By: President/CEO and Associates

Supervisory Responsibilities: May train and supervise one or more interns.

Major Job Duties and Responsibilities

Generally, the scope of the duties and responsibilities of the Administrative Assistant as follows:

Client Service and Satisfaction

- Establish rapport with clients, visitors, and people going in and out of the business as needed and appropriate.
- Entertain and answer basic queries made by the prospects and clients pertaining to the services provided by the business, its mission and vision, and its policies, practices, and procedures.

Bookkeeping/Financial Management

- Balance and maintain accurate check register/ledger
- Match purchase orders with invoices
- Manage accounts payable by monitoring expenses and presenting vendor invoices to Chief Executive Officer for payment
- Manage accounts receivable by ensuring that all services are invoiced and paid on time.
- Report financial results on a regular basis to Chief Executive Officer through preparation of financial statements.
- Manage contract and price negotiations with office vendors/service providers.
- Report payroll to payroll company in a timely fashion as directed by Chief Executive Officer.

Office Administration

- Plan, coordinate, and organize various meetings, roundtables, programs, and other events sponsored by the business.
- Assist staff members with maintenance of appointment schedule, including meetings with clients and prospects.

- Assist staff members with design, management, and improvement of key work processes.
- Maintain the office technology using support of vendors as needed.
- Ensure that accurate project and other business records are maintained and filed, and that reports and paperwork are completed as required.
- Receive, obtain, store, and update pertinent client information and ensure validity, completeness, accuracy and confidentiality of these records.
- Maintain supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items; delivering supplies to work stations.
- Maintain the office condition and arrange necessary repairs.
- Assist in the onboarding process for new hires.
- Supervise interns as directed.

General Performance Expectations

- Contribute to team effort by accomplishing related results as needed.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; and establishing and maintaining personal networks.
- Enhance business' reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments.

Knowledge, Skills, Abilities, and Attitude Most Desired

Preferred Knowledge:

1. The ideal candidate will have experience working in an office.
2. The ideal candidate will have knowledge of or experience working in the non-profit sector.

Required Skills:

1. Proficiency with technology, including Microsoft Office Word, Excel, PowerPoint, Survey Monkey, databases (including Harvest, HubSpot), project management/communication tools (including Slack and Trello) and social networking (i.e. Facebook, LinkedIn, and Twitter)
2. Attention to detail
3. Strong interpersonal skills
4. Strong communication skills, including the ability to express him/herself verbally and in writing
5. Time (and energy) management skills
6. Prioritization and organization skills, including the ability to organize and prioritize on a daily basis, as well as manage time-sensitive longer-term projects

Required Abilities:

1. Dependability
2. Ability to handle client and business information in a confidential manner
3. Ability to work independently
4. Ability to use/learn databases such as HubSpot and Harvest

Preferred Personal Attitude:

1. The ideal candidate will be eager to join the team of a growing business
2. The ideal candidate will be eager to learn and will be dedicated to their own personal/professional growth
3. The ideal candidate will possess a positive attitude

Salary/Wage: \$17/hr. with select benefits

Interested Parties Should Apply To: Opportunities@NewChapterCoach.com

Applications MUST include the following: cover letter and resume.

Applications submitted without a cover letter will not be considered.

**For more information about New Chapter Coaching:
www.newchaptercoach.com**

*Candidates will be considered on a rolling basis.
The position will close when the appropriate candidate is hired.*