



## **Position Description**

<b>Title: Office Administrator/Communications and Volunteer Services Lead</b>	<b>Employment Status:</b> At-Will
<b>Department:</b> Administration	<b>FLSA Status:</b> Full Time
<b>Reports to:</b> Executive Director	<b>Collaborates with:</b> HHfH department heads

### **Mission:**

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.

### **General Function**

Responsible for providing support to the Executive Director/ Board of Directors, Family Selection, Family Support, Finance, and Construction Committees, coordinating new volunteers, and managing the office. Primary duties include data entry, mortgage processing, preparing several monthly reports, filing, check processing, copying, and reception. Furthermore, this position will be responsible for fielding program related inquiries, processing new volunteer requests, scheduling individual volunteers and groups in collaboration with the Construction Manager, and communicating with future homeowners to facilitate sweat equity and homeowner education. This position will also be staff lead for affiliate social media accounts; will need to work with Restore and Construction Managers, as well as Marketing consultants, to strategically establish and build an influential social media presence.

### **Necessary Skills**

Must have excellent organizational and interpersonal skills and be a self-starter. Must create and maintain organized, orderly paper and computer filing systems for office. Must be proficient in Microsoft Office, Canva, Wordpress, Mailchimp, and AI prompting. Must be able to generate mass mailings, reports, labels, and create, maintain, and merge database information into letters and labels. Must also be able to import data, tables, excel documents, and picture files into word documents. Must use a fax machine, copier, and basic phone system. Bilingual capability a plus. This position is full-time - exempt. Benefits are provided as stated in the personnel policy.

### **Specific Responsibilities**

#### **1. Office Management/Maintenance**

- a. Maintain and update all office equipment/supplies and keep updated paper and computer files on equipment. Arrange equipment maintenance - as needed.
- b. Keep Admin offices tidy and neat.
- c. Pick up & process mail 2 times per week - pick up mail on way to work - Will be compensated for additional 15 minutes of time and mileage from Post Office

- d. Process all checks, mail deposits to bank, and forward all check copies and deposit information to Treasurer - weekly
- e. Maintain & update donor database - ongoing
- f. Write thank you letters to donors within 2 days of receipt of donation
- g. Run business errands - as needed – will be compensated for time and mileage
- h. Contact/place orders with vendors - as needed
- i. Create labels from data base and handle mass mail outs for newsletters, homeowner announcements, special events – several times per year
- j. Maintain & update all committee manuals, Habitat International Manuals and information, and marketing material. Keep at least 3 updated manuals of each committee on hand - ongoing.
- k. Make copies for Board and committee member - as needed.
- l. Answer/return phone calls/emails and keep daily phone log. Coordinate and forward all phone and email messages to proper committee members - daily
- m. Forward all necessary Habitat International Information to committees and Board Members - ongoing
- n. Keep office supply inventory and forward order lists to Executive Director/Board President – ongoing

## **2. Family Selection**

- a. Maintain and make copies of pre-application/application packets
- b. Speak with prospective clients. Perform initial screening of partner families
- c. Mail out pre-application/application packets to families who meet initial criteria
- d. Maintain paper and computer files of applicants' information (pertinent documents) throughout selection process
- e. Note all missing documents for applications and notify applicants via phone and mail
- f. Mail letters of intent to new partner families – as needed
- g. Update and maintain Family Selection Committee Manuals - ongoing
- h. Create reports as needed

## **3. Family Support**

- a. Partner Families
  - i. Maintain paper and computer files of sweat equity hours - weekly
  - ii. Forward all sweat equity updates to family support committee members - weekly
  - iii. Maintain and copy family homeowner booklets for partner families – as needed
  - iv. Three weeks prior to closing:
    - 1. Call/interface with family support to ensure family has their down payment and are securing homeowners insurance
    - 2. Contact attorney and mortgage company to begin closing proceedings – make sure attorney and mortgage company have survey, appraisal, legal description of property, formal name to appear on closing documents, and set the date for the first payment
  - v. Update and maintain Family Support Committee Manuals – ongoing
- b. Current Client Families
  - i. Maintain updated computer and paper files on all families' addresses, phone numbers - ongoing
  - ii. Maintain updated computer and paper files on all families' mortgage payments/delinquency – ongoing.
  - iii. Maintain updated paper files on families' closing documents, deeds, and mortgage records – ongoing.

- iv. Maintain updated files on all Sexual Offender checks done on all families – annually.
- v. Maintain and update area Social Services Agencies Directory List for clients – as needed
- c. Mortgage Reporting
  - i. Process mortgage payments as they arrive and send all payments to bank. Forward all mortgage payments to Treasurer for processing – weekly.
  - ii. Process mortgage payments as they arrive - ongoing.
  - iii. Prepare and mail late notices to homeowners – monthly.
  - iv. Speak with homeowners pertaining to payment schedules – ongoing
  - v. Explain status of payment schedules to partner families – ongoing
  - vi. Establish & enforce payment plans for partner families - ongoing
  - vii. Notify President/Executive Director & Treasurer of delinquencies and any payment plans - ongoing
  - viii. Prepare mortgage report for Board of Directors – monthly

#### **4. Volunteers**

- a. Call all website potential volunteers. Email/mail Volunteer Information Packets to them (Fact Sheet, Insurance Waiver, General Worksite Information, Map, and website information) - ongoing
- b. Keep database on all prospective volunteers - ongoing
- c. Keep 20-30 Volunteer Information Packets on hand in office - ongoing
- d. Forward pertinent information to proper committee chairmen - ongoing
- e. Maintain and update all volunteer databases - weekly
- f. Maintain and update all worksite insurance waiver files - weekly
- g. Train office/data entry volunteers - as needed

#### **5. Files**

- a. Maintain & update computer databases and email distribution lists on Habitat International, volunteer committees and members, Board of Directors, volunteers, prospective volunteers, vendors, contractors, and potential and homeowner families - ongoing
- b. Maintain & update Family Selection files on potential homeowner families – credit reports, screenings, tax forms, other pertinent documents - ongoing.
- c. Maintain & update newsletter/address distribution lists - weekly
- d. Maintain & update donor database - ongoing
- e. Maintain & update Sweat Equity hour files on all partner families - weekly
- f. Maintain & update Social Services Agency Directory – as needed
- g. Maintain & update paper files on homeowner families including closing documents, mortgage delinquencies, and any other pertinent information - ongoing
- h. Maintain & update Habitat International Documents, BAHFH administrative, legal & financial documents, marketing information, committee manuals, and monthly Board of Directors meetings - ongoing
- i. Maintain & update Sexual Offender Checks on all new partner families & key volunteers – annually
- j. Run, maintain & update Credit Record checks on all new partner families – as necessary

#### **6. Media Relations:**

- a. Monitor, manage, and update the editorial calendar to reflect marketing strategy and communications priorities, incorporating ad hoc events as they arise.
- b. Create, post, and share high-quality, compelling, and relevant content about HHfH programs, campaigns, and mission-related news, etc. via social media channels including website, Instagram, and Facebook.

- c. Develop creative and innovative media (such as graphics and videos) to promote events, campaigns, and programs
- d. Design social media toolkits to engage users in amplifying our programs and campaigns
- e. Monitor social media accounts and interact with users
- f. Collect and review data to gauge and / or improve the effectiveness of social media strategies
- g. Research and evaluate paid/ earned/free digital, print, and broadcast media opportunities to increase the visibility of HHfH's programs and campaigns
- h. Stay informed of the social media space, digital marketing, and emerging content trends, monitoring for conversations, activities, and developments that may serve as opportunities for HHfH
- i. Lead the ideation and implementation of other social media strategies to help HHfH achieve our goals
- j. Write Compelling stories and copy related to HHfH future homeowners, affiliate volunteers, and staff/ team members via in person interviews and questionnaires; and manage media restrictions and privacy concerns of said stakeholders
- k. Lead editor on Quarterly Newsletter

#### **7. Grant Writing and Reporting**

- a. Work together with the Executive Director to identify, draft, submit, and report for various grant funding opportunities.
- b. Work together with Executive Director to set up, organize, and analyze database and files associated with existing and future grant reporting and processing requirements
- c. Work together with Executive Director to ensure compliance with all funding source guidelines.
- d. This will be a relatively minor piece of the position's work load initially but will grow as more funding streams are identified and pursued.

### **Education, Experience, and Skills:**

The following briefly describes knowledge, skills, abilities and characteristics associated with this position, including any required experience, education, licensure, certification or combination thereof:

1. Bachelor's degree (or higher) in journalism, English, public relations, communication, or marketing; strong writing and editing skills; experience in working with print, broadcast, and interactive/ multimedia
2. Attention to detail
3. Ability to work in a team environment and enthusiasm for affordable housing and the mission of HHfH
4. Proficiency in working autonomously, under tight and changing deadlines
5. Good working knowledge of website editing
6. Demonstrate experience working within corporate/ organization brand guidelines
7. Possessing personal contacts with Haywood County/ regional community stakeholders, members of the media, charity work
8. Understanding of media/ public engagement processes, as well as the legislative process and those activities that could impact on the public's perception, appreciation and need for affordable housing and the role of HHfH
9. An ideal candidate will have good working knowledge and experience in using the following applications, tools, and platforms:
  - a. Instagram, Twitter, Facebook, YouTube, LinkedIn, Pinterest, TikTok, etc.
  - b. Basic video editing and/or digital media production skills

- c. A high degree of familiarity with WordPress and Mailchimp
- d. Adobe Creative Cloud Suite, Canva, MS Office Suite, Dropbox

### **Physical Requirements for the Position:**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Work Environment:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals in this position will generally work indoors and will have a workspace designated solely for them. Necessary office furnishing, equipment, and supplies will be provided by HHfH. While performing the duties of this job, the employee may periodically be required to work outdoors with exposure to weather conditions prevalent at the time. The employee may periodically be required to work in an offsite environment or at special events/ conferences, and from time-to-time may be asked to travel on HHfH business, at the affiliate's expense. The noise level in the work environment is usually moderate.

### **JOB STATUS:**

1. FLSA Classification: This position is non-exempt according to guidelines of the Fair Labor Standards Act and, as such, an individual in this position is eligible to receive overtime pay.
2. Full-or-Part-Time: This is a Part-Time in nature. An individual in this position will work a negotiated at time of hire schedule.
3. Work Location: This position's primary work site is the HHfH business office located in Waynesville, NC.
4. Schedule: For HHfH, the usual business days are Monday through Friday, holidays excepted, and usual business hours are from 9:00 AM to 5:00 PM. This position, however, will require earlier and later work hours as well as occasional work on the weekends.

### **EQUAL EMPLOYMENT OPPORTUNITY:**

Haywood Habitat for Humanity complies with all applicable Equal Employment Opportunity laws. Employment decisions are made without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in labor organization, or status in any other group protected by federal, state or local law.

## **COMPENSATION AND BENEFITS:**

- The hiring range for this position is projected to be \$38,500 – \$46,000 per year depending on experience.
- Full-time employees of Haywood Habitat for Humanity are eligible for the following employee benefits:
  - Life/ Dental/ Vision Insurance
  - Simple IRA retirement program with employer match up to 2%
  - Accrued vacation and sick hours
  - Paid holidays

## **APPLICATION TIMELINE & INSTRUCTIONS:**

### **NO PHONE CALLS, EMAILS, OR PERSONAL INQUIRIES**

Position will remain open until filled

- Application on our website at <https://haywoodhabitat.org/careers.html> or
- Email Cover letter and Resume to [jobs@haywoodhabitat.org](mailto:jobs@haywoodhabitat.org)