

**Recovery International
Administrative Assistant
Job Description**

Job Summary:

The Administrative Assistant facilitates the smooth and efficient operation of the organization by performing a variety of clerical, administrative and support tasks for our headquarters in Oak Brook, IL. This position works closely with staff, as well as with our volunteers, members, donors and the public.

Duties/Responsibilities:

- Answers and transfers phone calls, screening when necessary. Is the first point of contact for the public with organization, usually by phone or email – needs to be friendly, a good listener, polite and patient.
- Writes, prints, mails and emails communication with members and the public.
- Opens and processes mail.
- Maintains filing systems.
- Retrieves and/or prepares information as requested from records, email, minutes, and other related documents; prepares written summaries of data when needed.
- Responds to and resolves administrative inquiries and questions.
- Records donations, memberships, meeting fees and attendance in databases; prepares and makes deposits at least twice a week as needed. Processes ACH debits, credits and online gifts.
- Processes and enters bills into Bill.com
- Processes donor acknowledgments, member renewals, and memorial/honorarium letters in a timely fashion.
- Prepares agendas and schedules for meetings.
- Records and distributes minutes or other records for meetings.
- Maintains supply and book inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies.
- Coordinates maintenance of office equipment.
- Maintains a system for recording expenses and the use of petty cash. Uses the current system of staff expense tracking. Communicates with bookkeeping service as needed.
- Processes payments to reimburse volunteers and staff for expenses.
- Represents organization at events, conferences and resource fairs.
- Maintains supply of marketing materials (brochures, postcards, etc.) and other items as needed.
- Respond to orders of books and marketing materials/supplies by mailing to volunteers/customers/staff.
- Maintains Amazon stock.
- Maintains archival records and materials with storage company and maintains relationships with vendors/suppliers.
- Maintains records of fundraising compliance with states (to maintain compliance with their laws and regulations) using provided software and working with Harbor Compliance.
- Attends staff meetings. Provides support to other staff as needed.

- May assist with creation of PowerPoint presentations.
- Performs other related duties as assigned.
- Must be willing to learn about the organization, its functions, structure and philosophy to accurately represent it and respond to inquiries.
- Willingness to learn Neon and other databases/software as needed.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Proficient in Microsoft Office Suite including Word, Excel, Publisher and PowerPoint.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Understanding of clerical procedures and systems such as recordkeeping and filing.
- A team player.
- Ability to work independently.
- Ability to ask for help when needed.

Education and Experience:

- Associate's degree required; Bachelor's degree preferred, or equivalent combination of education and experience.
- At least three to five years of experience in an administrative role.
- Experience with Neon CRM or similar software a plus, or willingness to learn.
- Bilingual in Spanish a plus but not required.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at times.
- Must have access to a vehicle and be willing to take packages for mailing when needed.

Benefits:

Position will be 30 – 40 hours per week. Benefit package includes health insurance (80% paid); vacation, sick and personal time; and paid holidays. Occasional evenings and weekends as needed. The position will be based at our headquarters in Oak Brook, IL.