

Office Assistant (Staff)

- Dedicate 20- 25 hours/week
- Main assistant to Executive Director
- Answer phone/ take messages
- Keep office organized and inventoried
- Maintain database system for communication between contacts
- Create and coordinate distribution of newsletter
- Take client applications- enter data
- Communicate with clients and potential clients (i.e. send application, no, status, close letters, etc.)
- Finances:
 - Organize/record finances
 - Work closely with Sexton and Schnoll (Accountant) to keep finance records in order
 - Deposit all checks/donations – copy all
 - Pay all bills- keep organized with payments and invoices
 - Report to Executive Director weekly with running balance of checking account
 - Help to create/revise budget as needed
 - Send tax info/in-kind donation slips to donors
 - Add donors to database
 - Regularly check status of PayPal account
 - Create and send receipts for all donors
 - Operate “gift giving” program
 - Create and update gift acceptance policy and donor recognition policy
 - Prepare and send thank you notes to all donors
 - Create and send yearly giving report to all donors at the end of the year
 - Run Merchandise Operation
- Help in creation of literature about Rebuilding Together
- Assist in application for grants/ creation of presentations

Required skills:

- Computer literacy
- Organizational ability
- Customer Service Experience
- Timeliness

Desired skills:

- InDesign Computer Software

Directly responsible to: Executive Director of Rebuilding Together NCF

Compensation: \$10.00 - \$13.00/hr. dependent on skill level.

Core Values and Expectations

- The only way you can succeed in this position is if you love your job.
- The purpose of this nonprofit is to help homeowners in need. We want to reach as many homes as possible this year, and expand so that we can complete even more homes next year.
- Quality of work is extremely important. Every repair will be planned, performed and completed as if the work is being done on your house or my house. Quality is the standard for each aspect of our work, including:
 - Home repair/weatherization programs
 - Facilitation of volunteers
 - Relationships/participation with community partners
 - Donor relations
- We love and value homeowners, donors and volunteers. Customer service is centrally important to everything we do.
 - Treat homeowners as if you were working on a family member's home.
 - There will be days that are frustrating and tiring. There may be a need to vent, but we never gossip or talk bad about volunteers, donors or homeowners.
 - We respect the commitment that volunteers, donors and homeowners have made to this program and we hold them in highest regard when representing them to the community.
- We love and value each other as staff.
 - This is a tough job. It is of utmost importance that we support each other in our effort to preserve affordable homeownership.
 - Treat each other like family in the office. We never gossip about co-workers; moreover, we uplift and defend each other when talking to others.
- We help each other and work as a team. The ultimate aim is to see our mission succeed.
 - Everyone has a specific job description which is the primary focus of your time and efforts throughout the day. The success of the team is contingent upon you completing the tasks assigned to your position. Someone else's job may not get done if you don't do yours.
 - Part of everyone's position description is to do anything that helps RTNCF succeed. From time-to-time, things come up that are not in anyone's position description, or one person has an unusually heavy workload that can be shared by others on the team. Our goal is to see homes repaired, and hopes restored, even if it takes you beyond the scope of your position, forces you to step outside of your comfort zone or requires that you help someone else do their job. "Not my job" doesn't fly in this organization.
- We value openness and tolerance of differences inside and outside of the office.
- It is important to enjoy our successes and friendships with laughter, humor and light-hearted banter. These expressions should never come at the expense of others, however, or get in the way of accomplishing the mission.
- Creativity, flexibility and autonomy are encouraged as long as the tasks /goals in each position description are being accomplished.
- Integrity and honesty are vital to the success of this organization and relationships in the office. We can't compromise integrity and honesty for the sake of expediency.

What We Expect From You

1. Come to work happy. Be encouraging and optimistic. We spend more waking time with our co-workers than with our families and want to have fun while making a difference in the lives of others.
2. Be a team player.
3. Work to make your co-workers look great.
4. Remember we are the premier provider- we are experts in volunteer home repair services.
 - a. Professionalism is key and should always be considered the default way of approaching any situation.
 - b. Our office is striving for excellence in all we do.
5. We support each other as individuals, not just as employees or coworkers, but as friends. It is not appropriate, however, to bring drama from home into the office.
6. Deal with issues/challenges/problems proactively.
7. Treat our volunteers and donors like gold. We wouldn't have a company without them.
8. Maintain professional distance with homeowners and volunteers.
9. Dress professionally even when it is casual.
10. Use appropriate language for business.
11. Remember you represent Rebuilding Together even when away from work.
12. Answer the phone with a smile on your face and the Rebuilding Together way... "Rebuilding Together. This is _____..." or "Rebuilding Together. This is _____, how can I help you?"
13. When you're tired, take a day off...don't get burned out!
14. If you stop loving your job, come talk with management and be proactive in helping to find a solution. If it can't be resolved, please go find a job that you love. Also, please help create a smooth transition by giving adequate notice (at least two weeks, preferably a month).
15. Systems are important; things work well when we engage the tried and true procedures that are in place. Strive to contribute within the set systems established in the office. Only after you have diligently and conscientiously worked within the systems set up by those who came before you can you understand the process well enough to offer changes.
16. Be open and willing to learn during your 90 day probationary period.
 - a. As stated in number 15 above, it is imperative that you learn the current systems thoroughly, so that you will have the discernment you need to offer suggestions for their improvement.
 - b. If you see something that you would like to change, please keep notes that you can share after the probationary period is complete.
17. After the probationary period, come to us with ideas of making processes and practices even better. Never change things on your own.
 - a. Place items on the "Fix-It board" if it needs consideration from the whole team.
 - b. Speak with management during one-on-one meetings if the suggestion is not appropriate for consideration by the entire staff.
18. If you have an issue with a co-worker, resolve things among yourselves if at all possible. If it cannot be resolved, bring the conflict to your supervisor. We have zero tolerance for gossip.
19. We hired you because we believe you are smart, capable and have good judgment. Once your training period is over, we expect you to work independently and with little supervision. We are not micro-managers.