

JOB DESCRIPTION - ADMINISTRATIVE COORDINATOR

Art with Heart's vision is to spread the healing power of creative expression to kids facing trauma and adversity around the country. We provide creative expression resources, support, and trainings, to introduce creative expression as a way to build social-emotional learning (SEL) skills and as a strategy for coping.

Position Summary

Art with Heart is seeking a motivated candidate who is eager to learn and build skills in the nonprofit sector. The ideal candidate will be conscientious, detail-oriented, a self-starter, problem solver, and a team player willing to step in and offer support and create solutions.

Responsibilities

Administrative:

Work with key individuals across team.

- **Phone/email management:** Operate main line of phones and info email; direct inquiries and requests to appropriate team member with pertinent details, prioritizing important inquiries. This involves talking with customers, donors, and other solicitors about their questions, concerns, or ideas. As the initial point of contact for the organization, your role will be a brand ambassador, providing warm customer service and thoughtful problem solving.
- **Mail:** Process and direct mail to appropriate department as needed. Maintain a high-level of confidentiality, as this role will involve processing of invoices, employee paperwork, contracts, donations, etc.
- **Community correspondence:** Write follow-up correspondence and acknowledgement letters in response to customer and partner surveys, donations, etc.
- **Office environment:** Maintain an uplifted, organized, and tidy office environment. Utilize the team as appropriate to take ownership of their workspaces.
- **Technology/phones/printers:** Maintain good working order and necessary supplies for all equipment the team needs to do their work. This includes maintaining good working order of printers, laptops, phones, etc.
- **Supplies:** Keep the office stocked with all necessary supplies to do our work via monthly inventory assessment of office supplies and books and making subsequent orders.
- **Conferences:** Assess incoming conference promotions. If relevant for Art with Heart to consider attending, forward to appropriate team member with overview of details (who, what, where, cost, etc) so they can make informed decisions.
- **Sales and Customer Service:** Operate Orders email and field customer inquiries, issues, and process orders in Shopify. Fulfill international orders from the office and send out promo packages; correspond with warehouse to organize large international shipping, order issues, and restock shipping supplies. Process purchases orders and follow up with invoicing and overdue payments. Keep Community Engagement & Manager notified of major issues and important customer relations.
- **Salesforce:** Input relevant customer and into Salesforce for trainings and sales so that programs and sales departments have the data and audience information they need.
- **Office Onboarding:** Ensure new hires are onboarded and have necessary information.

Individual Departmental Support:

Work with key individuals across team. Provide as needed support to the Training and Programs.

- **Reporting and maintaining office calendar:** Monthly refresh office calendar noting important team meetings, trainings, and events. Report at the beginning of the month at team meetings upcoming months agenda.
- **Training and Program preparation:** Operate Trainings email and field customer inquiries and issues. Assist in preparing for trainings, programs, conferences, and events. This includes coordinating with

outside venues, vendors, and participants to ensure smooth operations. For trainings, this includes supply and resource preparation, managing registrations and administering CEU's for professional educator participants. Ensure in-person CEU accreditation is up to date with Washington State.

- **Supply management:** Order and pack/unpack art supplies, as well as monitor inventory. Keep a well-organized and clean art closet to create efficiencies with both work and costs.
- **Printing/production:** lead printing for all Fundraising and Marketing efforts. Assess multiple quotes from printers to get to most cost effective, highest quality solution for project at hand. Make thoughtful recommendations on the most, high quality, cost effective options to uphold our quality brand standards.
- **Collateral:** Manage and maintain organization and inventory of promotional and communications collateral through ongoing communication with department leads to deliver on needs. Manage inventory and make replenishment recommendations as needed.
- **Writing/editing:** Proofread, edit, and draft various written materials for the organization.
- **Events:** Key support for community events and annual fundraiser/benefit reception.

Desired qualifications:

- Customer-service experience
- Office administration or coordinator experience
- Proficiency in Microsoft Office and using Mac software
- Interest in art or creative expression preferred
- Experience with Salesforce or similar databases
- Experience with graphic design a plus

This role is part-time three days a week, Monday, Tuesday, and Thursday from 9:00 to 2:00. 15 hours a week. And reports to the Community Engagement and Impact Manager. Hourly wage is \$17.

To apply:

Application should include resume and one-page cover letter.

Art with Heart is committed to building a committed and diverse team. Candidates from outside the Puget Sound region, women and people of color are especially encouraged to apply.

Please send cover letter and resume to chelsey@artwithheart.org.