



Job Posting: Office Administrator

Organization: Business Impact NW

About Business Impact NW

Business Impact NW (BIN) is one of Washington State's leading community development and business assistance nonprofit organizations. BIN invests in people and their communities to create economic equity, create jobs, and create wealth for entrepreneurs. An integral part of our mission is to meet the unique business education, training, and financing needs of diverse business owners. For more information about BIN's history, mission and services, please see our website:

www.businessimpactnw.org.

Job summary

The Office Administrator position is an integral part of the Business Impact NW team. We are looking for our next team player willing to jump in and take on a variety of tasks and responsibilities. The Office Administrator position will directly support the organization's mission by supporting the technical assistance team administration needs (50%), creating and maintaining office systems (20%), performing basic front office activities (10%), and assisting the Chief Operating Officer on office-wide projects (20%).

Principal Duties and Responsibilities:

- Responsible for client intakes and processing, which includes helping clients navigate the process, accepting clients, initial email contacts, scheduling, and data entry as needed.
- Support scheduling, data entry, and coordination of the trainings and webinars offered by Business Impact NW.
- Provide client services through database, payment processing, and website work. Including: directory management, event ticketing and registrations, tracking and processing class payments and refunds, payment reconciliations, and online calendar support.
- Support program directors in reporting and database management.
- Light reception duties including answering and routing phone calls to staff or organization as appropriate.
- Facilitate the orderly function of the office including sorting of mail, re-ordering of collateral materials, tracking and management of office equipment, maintenance of passwords and phone extensions, facilitation of staff's IT support with our outside vendor, general tidiness, etc.
- Maintain relationship with vendors including IT support, office supplies, USPS, printers, shipping companies, building maintenance, etc.
- Quickly learn new technologies as determined by management - support implementation office-wide and help teach other staff as needed
- Support managers in facilitation of large group meetings including IT support, lunch orders, and printing materials, as needed.
- Work directly with the Chief Operating Officer to implement and maintain office wide systems and processes.
- Contribute to office morale by coordinating birthday potlucks, holiday events, team activities, and general awesomeness.
- Other duties as needed.

Success Factors:

- System thinkers who can prioritize and manage details across multiple projects and deadlines
- Enjoyment of working with diverse work styles and staff
- Capable and comfortable with new technology platforms
- Comfort with databases and willingness to learn new systems
- Customer service-focused attitude with strong communication skills
- Knowledge of computers and software applications including Outlook, Excel, Word, Calendars, PowerPoint, WordPress and databases
- Willingness to roll up sleeves, do the work, solve problems, and have fun

Qualifications:

- BA preferred, though combination of education and experience accepted
- 1-2 years office management or administration experience preferred
- Those with passion for Business Impact NW's mission strongly encouraged to apply

Salary & Benefits: \$42,000 - 46,000 Full Time, DOE. Generous benefits include paid time off and holidays (8 national holidays and the week between Christmas and New Years) and time off, 100% paid employee medical, dental and vision, and access to employee-paid supplemental and retirement plans

Priority Application Due Date: September 6, 2019

Preferred start date: September

Position will remain open until filled

To apply please submit resume and cover letter to jobs@businessimpactnw.org