



Village Santa Cruz

Administrative Coordinator

Feb 2018

General Description: Village Santa Cruz is looking to increase staff support as we grow our membership and volunteer pool. This support will take the form of: (a.) Oversight of Volunteers / Service Request coordination. (b) Working closely with the Outreach Coordinator so that tasks are synchronized for maximum efficiency of the organization. (c) Shifting duties to incorporate some tasks of Outreach Coordinator during Outreach Coordinator furlough months of June - August.

Who We Are: Village Santa Cruz is a non-profit, grassroots, member organization. By providing social connection and practical assistance, we support community members as they age, so that they can remain in their homes and connected to their community for as long as possible.

Functions and Duties: Working with the Outreach Coordinator and under direction of the Supervisor, the Administrative Coordinator Position may encompass but is not limited to such duties and expectations as:

- Communications to include in person, online, phone, and printed materials.
- Timely communication with requests for information from Members and Potential Members.
- Track responses to inquiries about Village Santa Cruz using ClubExpress software platform.
- Help manage correct data entry of all membership and non-members.
- Ability to prioritize and communicate with Supervisor any identified essential tasks not within the time constraints the job entails.

Establishing Positive Rapport with Members and Potential Members

- Clearly communicate to Potential Members, mission, visions, and benefits of Membership.
- Convey to Members parameters and terms of service requests.
- Report immediately to Supervisor any dissatisfaction of Members.

Supporting a Volunteer Base

- Help match volunteer interests with opportunities and needs.
- Data entry of Volunteers and potential Volunteers.
- Provide Outreach Coordinator/Supervisor with contact information for any newly interested volunteers.
- Establish a positive rapport with Volunteers.
- Coordinate with Outreach Coordinator to ensure *Member Plus* member's service request needs are being met.
- Coordinate Volunteers with *Member Plus* service requests.
- Manage tracking of Volunteer hours and numbers of Volunteers.
- Manage tracking of *Member Plus* service requests and fulfilled services.
- Report to Supervisor any dissatisfaction by any Volunteer or any *Member Plus* member.
- Report as soon as possible, to Supervisor/Outreach Coordinator, any unmet service requests.

Required Skills and Abilities:

- Strong communication and interpersonal skills with adults.
- Computer skills in use of Word, Excel, and Email.
- Web skills to master some of the Basic Administrative Functions of ClubExpress (software platform that runs Village Santa Cruz website and back office functions such as contact information lists, mass emailing, home page maintenance, and document downloads).
- Web skills sufficient to confidently coach members in the use of Village Santa Cruz's web-based features.
- Ability to organize, prioritize, and manage multiple tasks.
- Good time-management skills.
- Ability to self-motivate and work independently.
- Ability to learn and adapt to new concepts and systems quickly.

Desirable Skills/Experience:

- Experience working with diverse populations.
- Fluency in Spanish highly desirable.

Special Conditions of Employment:

- Must be willing to undergo and pass a criminal and DMV background check.
- Fluency in written and spoken English.
- Need personal computer/laptop for work at home or in the field.
- May need to provide own transportation to various locations in Santa Cruz county on occasion.

Employment Terms and Conditions:

This is a 12 hr. per week position @ \$15/hr. plus mileage for business use of personal vehicle.

Employee will be asked to submit a weekly Tracking Log.

Work to include office and at home hours on a regular basis.

Required Submissions:

Please submit résumé in PDF form, as an Attachment to:

info@villagesantacruz.org using Subject Line: Résumé.

Résumés will be accepted through 2/28/18. We are looking to hire by 4/1/18.

Three references may be requested during the hiring process.

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical handicap or disability, medical condition, marital status, gender, sexual preference, age, veteran status, or any other non-merit factor unrelated to job duties.