



Administrative Support Specialist

Job Description

Overview

Administrative Support Specialist, Foundation for Appalachian Kentucky

Working in a never dull, supportive, growth-oriented environment, the role of the Administrative Support Specialist spans all work teams and aspects of the work of the Foundation to ensure its efficient operation. This position supports staff through tasks related to the organization, communication and task management and is familiar with all the concepts, practices, policies, and procedures of the Foundation's work.

In this newly created role, you will report directly to our Chief Operating Officer and be responsible for the activities and tasks that make an office run smoothly, so the Foundation can provide support to our funds, donors, and affiliates. You will interact with board members, volunteers, community members, and donors that are all working toward improving their communities.

This position is part-time (20-30 hours a week) and is in-office 3-4 days/week as scheduled.

About the Foundation for Appalachian Kentucky

The [Foundation for Appalachian Kentucky](#) is a non-traditional, nationally accredited community foundation located in and serving the coal fields of Appalachian Kentucky. Located in Hazard, Kentucky, the Foundation works through our affiliate network to advance locally controlled philanthropy, cultivate non-traditional local leadership, and build community capacity.

Since 2009, the Foundation has positioned itself as the go-to organization in both times of opportunity and in [times of crisis](#). Over the last five years, the Foundation, while not specializing in disaster philanthropy, has stewarded millions of dollars coming to our region during several natural and community disasters. We are continually called upon to serve as the trusted, place-based philanthropy experts serving our region. Through our extensive network of grantee partners, we work to serve as a channel for philanthropic investments to reach the organizations, businesses, farms, artists, and people that make up the ecosystem of the Appalachian Kentucky region.

The Foundation serves as a hub and backbone for community groups, nonprofits, and affiliate boards working to make their communities better.



Main Responsibilities

Administrative Duties

- Greet office visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Provide general support to visitors; provide information by answering questions and requests; directing office traffic; organize and schedule meetings and reservations for meeting rooms, apartment, and temporary office spaces; maintain public office spaces; book travel arrangements; handle sensitive information in a confidential manner; resolve administrative problems; work closely with Chief Operating Officer to update administrative systems for increased efficiency.
- Manage office upkeep and light housekeeping (e.g., trash removal, sweeping, relaying requests for supplies needed, apartment sheets, cardboard recycling, etc.).
- Operate office equipment, such as phone systems, printers, WiFi equipment, and arrange for repairs if equipment malfunctions.
- Clean/ organize space after meetings.
- Coordinate catering orders as directed.
- Organize and facilitate weekly fridge cleanouts.
- General Office Errands (post office, pick up catering, deliver deposit, etc.)

Clerical

- Answer and direct phone calls; manage phone system; produce and distribute correspondence; provide general clerical support to senior staff as needed;
- Maintain and update filing, inventory, mailing, and database systems, including manual and electronic materials.

Financial

- Assist in the preparation of donation intake, deposit preparation, and processing payables; financial management software familiarity and ability to perform tasks related to the creation of funds and running reports.
- Print and Mail Tax Receipts Monthly
- Data entry for credit card transactions
- Follow up with staff regarding any missing Credit card transactions.
- Other financial tasks assigned as needed.



Scholarships

- During scholarship season, assist Scholarship Director with follow up with scholarship applicants and recipients to get correct forms/information
- Manage Zoom interviews between applicants and selection committee
- Promote scholarship opportunities in and follow up with local high schools
- Other duties as assigned

General

- Contribute to a healthy, kind, and safe organizational culture that values equity, diversity, and inclusion
- Other duties as assigned

Qualifications

- Professional experience writing business correspondence and skilled in the use of Microsoft software, including Outlook, Word, and Excel.
- Ability to perform responsibilities in a professional manner and to handle assignments with a high degree of accuracy and confidentiality.
- Be able to work independently and cooperatively.

Attributes

- Customer and Personal Service: Knowledge of principles and processes for providing customer and personal services.
- Service Oriented: Actively looking for ways to help people.
- Critical thinker: You ask questions, innovate, and problem solve to complete complex tasks.
- Communicator: You communicate effectively and appropriately, both in writing and verbally, with a diverse set of internal and external audiences. You communicate in a manner that demonstrates and fosters cooperation, respect, concern, and openness to change.
- Rapport builder: You instill trust and confidence with internal staff and external partners. You earn trust by your actions and faithfully keep your promises. People know you have their best interest in mind, and you are sincere in your communications.
- Performer: You are motivated by task accomplishment and achieving results. You have a strong desire to set goals and take decisive action.
- Multitasker: You enjoy engaging in many different types of projects and tasks and working quickly to resolve issues.
- Dependable: You show up when you say you will and finish tasks you have been assigned.
- Attention to Detail: You are detail oriented and thoroughly review your work, resulting in accurate results.



What's Attractive to the Right Candidate?

- You enjoy putting things in order and developing and enforcing systems.
- You will join a passionate team, dedicated to the work we do and the communities and region we serve. We take pride in our accreditation and strive for excellence in all we do.
- Hourly Pay of \$12.00-\$15.00/hour and generous Paid Time Off and Holidays.

To Apply

We encourage you to apply, even if your experience is not a 100% match with the position description; we will consider people from a variety of backgrounds and career experiences.

Please email your cover letter and resume in PDF to Erica Knight, erica@appalachianky.org with "Administrative Support Specialist Application" as the subject of the email.

Work Environment

The Foundation for Appalachian Kentucky is committed to creating a diverse work environment and proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other basis protected by law.