



POSITION DESCRIPTION

Position: Administrative Assistant

Reports To: Office Manager

Job Status: Non-Exempt

Salary: Hourly – commensurate with experience

Hours: 40 hours per week, some evenings and weekends required

Location: Independence, OH

ALS Association Northern Ohio Chapter (ASLANOC) helps people with ALS and their families learn more about the disease and provides vital patient and community services.

ALS Association is leading the fight to treat and cure ALS through global research and nationwide advocacy while also empowering people with Lou Gehrig's Disease and their families to live fuller lives providing them with compassionate care and support.

POSITION SUMMARY

A support role to the Care Services Team and the Administrative Team. Reporting to the Office Manager, plays a key support role in gift processing and data entry. Supports general office policies and procedures.

POSITION DUTIES AND RESPONSIBILITIES

1. Care Services
 - Coordinate client intake and route referrals to care coordinators
 - Create and update patient records, update notes on behalf of care coordinators, and other administrative duties as assigned
 - Assemble and mail chapter information packets
 - Process Care Services grants, invoices and track expenses according to budget and program deadlines
 - Provide support to Care Services personnel and assist clients and families in response to telephone/email inquiries
 - Process new and deceased record requests, following corresponding protocols
 - Prepare support group meeting communications, update meeting calendars, and track meeting attendance
2. Database/Gift Processing
 - Enter data and gifts utilizing various database programs
 - Assist with preparation and mailing donor acknowledgement letters
 - Prepare reports as requested for all departments
 - Manage the sync system between databases
3. Administrative Support
 - Greet visitors and direct them to appropriate personnel
 - Promptly and courteously answer phones and direct calls appropriately
 - Assist and provide logistical support for chapter fundraising activities and events
 - Support Executive Director and Office Manager upon request
 - Enter code and expenses in QuickBooks
 - Assist with preparation of reports for Walk to Defeat ALS program

- Process mail, UPS and FedEx packages
- Assist Office Manager with Chapter supplies; filing

Other duties as assigned

REQUIRED EXPERIENCE AND ATTRIBUTES

- Advanced written and spoken (English) communication and administrative skills; excellent telephone manner.
- Computer literacy including MS Office products: Word, Excel, Outlook, Power Point; experience with mail-merges and with customer or donor databases.
- Experience using databases (Salesforce, Luminate and Classy experience a plus).
- Exceptional time-management, planning, and administrative skills.
- Ability to organize and prioritize workload.
- Demonstrate high level of diplomacy, sound judgment, and discretion when dealing with donors, volunteers, and community professionals.
- Must be at least 18 years of age and have a high school diploma or equivalent. Two years of related work experience and/or higher education.
- High degree of energy, self-motivation, and flexibility.
- Integrity, compassion, and accountability.
- Enjoys helping others, respects diversity.
- Able to lift 30 lbs.
- Must have valid drivers license with current insurance.

Fringe Benefits

The ALS Association Northern Ohio Chapter (ALSNOC) offers a generous benefits package. Full time employees receive 100% employer paid medical and dental premiums, employer contribution to Health Spending Account (HSA), generous Paid Time Off, 15 paid holidays, which includes the week between Christmas and New Year's Day), a Simple IRA retirement plan with match, reimbursement for employer-required licensure (if applicable) and professional development.

The ALS Association Northern Ohio Chapter is an equal opportunity employer. and believes that each team member makes a significant contribution to our success. This job description provides an outline of primary duties, qualifications and scope of work. It does not limit the incumbent nor the organization to only the work identified herein. It is our expectation that each team member will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

Qualified applicants should send a resume and cover letter to employment@alsaohio.org. No phone calls please.