



WRCF FRONT OFFICE ASSOCIATE

JOB DESCRIPTION

March 2023

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| Location: | Crescent City, CA |
| Department: | Finance and Administration |
| Reports to: | Senior Officer, Operations & Facilities |
| Matrixed to: | Director of Grants and Scholarships |
| Time Commitment: | 40 hours/week, 8:00a-5:00p M-F, includes a one-hour lunch period; occasional evenings, weekends, overtime |
| Status; Level: | Regular, Non-exempt; Associate |
| Wage Range: | \$20.00-\$22.25 per hour depending on experience, plus health benefits, retirement benefits, paid holidays and sick time; \$24.75 expected at 1 year of tenure |

About Humboldt Area Foundation + Wild Rivers Community Foundation

Humboldt Area Foundation and Wild Rivers Community Foundation (HAF+WRCF) serve the residents of Humboldt, Del Norte, and Trinity counties in California, and Curry County in Oregon, including the region's 27 Tribal Nations and historically Indigenous territories. Our rural, predominantly economically disadvantaged region serves 200,000 residents in over 10,000 square miles of land. HAF/WRCF was founded in 1972 and has current assets of \$155 million and an annual budget of \$15.8 million.

In 2020, HAF+WRCF adopted a generational vision of a Thriving, Just, Healthy, and Equitable Region. This vision is implemented through four decade-long goals of increasing Racial Equity, Thriving Youth and Families, Healthy Ecosystems and Environments, and a Just Economy. Supporting vulnerable communities is at the heart and action of HAF+WRCF, and for over two decades HAF+WRCF has intentionally focused resources toward historically underserved populations, unheard voices, and those who experience the highest rates of disparities.

HAF+WRCF implements a holistic toolkit of services to ensure we are supporting community needs. This includes capacity building, advocacy and policy work, networking, leadership training, impact investing, community co-design, and leveraging funds, as well as providing grants and scholarships and managing programs and initiatives. Key programs and initiatives include the Native Cultures Fund, Equity Alliance of the North Coast, and the Redwood Region Climate and Community Resilience Hub (CORE Hub). It also deploys emergency response, recovery, and resilience funding and regranting through its innovative Community Response Team. In addition, HAF+WRCF provides high quality charitable giving services to individuals, families and businesses and develops deep relationships with financial and professional advisors and provides them with resources to help their clients with planned giving.

Job Description Summary

The WRCF Front Office Associate is responsible for maintenance of the facility, administering the day-to-day office needs, grant processing and communications, and general support for the WRCF office staff. Essential functions of this position include answering phones; customer service, maintaining files and preparing correspondence; managing

databases; supporting the grantmaking process; ordering facility and office supplies; coordination of safety, facility maintenance, and the general operations of the Crescent City office building.

This individual is expected to be a full participant in supporting the Foundation mission to “promote and encourage generosity, leadership and inclusion to strengthen our communities,” with responsibility for supporting staff with programmatic and administrative support and creating a positive and friendly image of the Foundation for partners, donors and other visitors.

Job Duties & Essential Functions

Grantmaking and Scholarship Activities (40%)

- Provide various levels of administrative support for assigned grantmaking programs and/or funds. This can include updating and drafting grant applications, updating website, screening applications for eligibility, data entry, preparing review packets, scheduling, and attending internal and external meetings, participation in decision making process, coordination of notification to applicants and generating reports
- Coordinates weekly Donor Advised Fund batch, facilitating communications and processes for donor advised funds and collaborative funds
- Adheres to current grantmaking best practices and procedures, supporting workflows, program evaluation and development, update and create new procedures as needed
- Utilize, update and generate reports in constituent databases (CRM, FIMS, etc.)
- Provide back-up coverage for teammates
- Attends quarterly Grants Team meetings

Daily Operations & Customer Service (25%)

- Perform opening/closing tasks for the Crescent City office including securing the building at the end of the day
- Acts as primary operator for a multi-line phone system for both HAF and WRCF phone lines; maintains an ongoing knowledge about the various functions of the phone system and is able to assist staff with basic questions and troubleshooting
- Ensure the lobby area is tidy and presentable to guests, ensuring all communications materials are available and up-to-date
- First point of contact for all Hess Center guests; greet and welcome all visitors to the office, connect visitors to staff or other Foundation resources and staff as needed
- Ensure copier is working properly and stocked with needed supplies
- Prepare special mailings and assist with bulk mailing or other special mailing projects as requested (FedEx, UPS, etc.)
- Train Front Office back-up staff and temporary employees, when needed
- Execute ongoing and regular maintenance of the Front Office Procedure Manual for the Crescent City Office, modifies existing procedures to ensure records are up to date and creates new procedures as necessary
- Process mail, donor contributions, bills and invoices
- Assists staff and guests in operating and troubleshooting issues with audio visual equipment, printers, and other office equipment
- Checks in, orients, and provides customer service to external and internal meeting room users on reservation days, provides short tours of meeting spaces to groups interested in the rooms
- Uses FIMS and Blackbaud ReNXT CRM to track interactions with customers and to update constituent information as needed (i.e. updating addresses and contact information, etc.)
- Coordinates various regional office-related onboarding tasks, including:

- Provides a tour of the office(s), including explanation of how the space is used and where to find things
- Trains new staff in building security best practices and procedures
- Ensures new staff receive necessary office supplies and equipment/furniture
- Trains new staff in the use and troubleshooting of AV equipment
- Trains new hires in standardized operational procedures kitchen duty responsibilities, using printers, etc.
- Provides ergonomic consultation for staff based in the Crescent City office

WRCF Facilities & Safety Management (30%)

- Manage purchasing for WRCF office supplies, facilities supplies, and stationary; conduct periodic inventories of supplies and follow through on replenishment, respond to staff requests, distribute supplies, stock and organize supply closets; maintain online purchasing accounts and lists
- Acts as primary on-call staff member for responding to after-hours building questions, issues, or emergencies
- Manage WRCF facilities including daily store front appearance, ongoing regular maintenance, and maintaining a timeline of regular maintenance needs. Coordinates with **Senior Officer, Operations & Facilities** on building modifications, expansion, construction projects, and to determine and budget for future needs
- Oversees facilities contractors including landscape, janitorial, and repair/maintenance; Ensure facilities are maintained in a clean and safe manner, and ensure custodial maintenance activities comply with health, fire, and safety regulations
- Manage building security including annual security system maintenance, management of staff security clearance, responsible for tracking and distributing all keys, replacing locks, and training staff in security procedures
- Coordinate office storage space and general office space functionality
- Tracks budgets related to WRCF office maintenance
- Verify operations and facilities-related invoice billing and obtain proper approvals
- Manage retention of both paper and electronic files for facilities-related information, including contracts and maintenance reports
- Ensure compliance with ADA and Fire department building codes, including panic button testing and monthly and annual fire extinguisher inspections
- Maintain a thorough familiarity with safety procedures and protocol; be able to quickly, accurately, and appropriately assist staff and guests in responding to safety incidents and emergency situations and participate in Safety Committee; Works with the Safety Committee to create and implement safety procedures, emergency plans, and to develop safety training for all staff
- Responsible for maintaining safety-related supplies and first aid kits, replenishes as needed
- Acts as IIPP Administrator for the Crescent City office building; tracks safety-related incidents and Sheriff reports; ensures consistent communication of safety issues with staff; performs periodic hazard assessments; and follows-up on correction of issues when necessary
- Performs regular monitoring and testing of panic buttons, fire extinguishers, emergency flashlights, and AEDs

Team and Organizational (5%)

- Provides back-up assistance to the Bayside Front Office Coordinator for opening the mail, completing the daily log, and answering phones
- Process emergency grant checks as needed
- Participate in FADMN team meetings, check-ins, and team building efforts
- Engage in staff meetings, activities and trainings
- Demonstrate core organizational values in performing all duties

- Other duties as assigned

Minimum Qualifications

- Three years of experience working in administrative position in a professional office environment which has provided the individual with the knowledge, skills, and abilities listed below:
- Knowledge of facilities maintenance best practices in an office environment, including problem-solving issues, working with contractors, gathering bids, and project-management of facilities-related repairs and renovations

Knowledge, Skills, and Abilities

- Ability to work onsite, the hours required for this position, and is both punctual and reliable
- Ability to maintain professional work standards and provide outstanding customer service; has experience working with the public in a welcoming, helpful and gracious manner, and handles situations with creativity and diplomacy
- A commitment to and appreciation for the importance of inclusion, diversity and equity
- Ability to work independently, be a self-starter, function effectively as part of a team, and takes initiative in problem solving
- Ability to track organization information in order to respond to questions
- Is highly organized and pays careful attention to details
- Is a quick learner and able to be flexible to meet the daily needs and tasks of supporting the organization
- Ability to anticipate, identify, and address others' needs in a dynamic work environment
- Demonstrated ability to receive and incorporate feedback and direction effectively
- Experience working in database systems and able to learn to extract information from the database
- Maintains confidentiality and protects sensitive information in accordance with organizational standards
- Able to prioritize, initiate and follow through on projects; organizes workloads to meet deadlines and balance work among multiple duties in a busy office environment
- Experience with and comfort using the Microsoft Office suite (Word, Excel, Power Point, Outlook, etc.)
- Proficiency with general computer skills, technical knowledge, and trouble-shooting ability, including experience operating and troubleshooting issues with office equipment such as phones, printers, Wi-Fi routers, and audio/visual equipment such as projectors, conference phones, and web-based video conferencing systems
- Performs work, including data entry, with a high level of accuracy and an eye for detail; is able to identify and correct mistakes in own work
- Good written and verbal communication skills, including knowledge of professional phone and written correspondence etiquette
- Willingness to follow existing policies and procedures and ability to learn, adapt to, and track new systems and procedures
- Ability to respond to occasional facilities and safety emergencies as needed on weekend/evenings
- Must possess a valid California or Oregon driver's license and current auto insurance

Preferred Qualifications

- Equivalent to four to five (4-5) years experience working in an administrative capacity in a professional office environment, including responsibility for frontline customer service functions
- More than 2 years' experience directly tracking and working with contractors, gathering bids, and project-management of facilities-related repairs and renovations
- Experience with multi-line phone systems

- Bilingual fluency, Spanish preferred
- Knowledge about regional (Curry, Del Norte, Humboldt, Trinity) community resources
- Knowledgeable about nonprofit business functions
- Knowledgeable about Cal OSHA requirements and basic office safety practices
- Current certification in CPR, AED and First Aid

Physical Requirements of Job

Work is primarily performed in office settings. Hand-eye coordination and fine motor skills are necessary to operate computers and various types of office machinery. All of the job functions listed above involve, to a greater or lesser degree, the following physical demands: close vision, clear speech, kneeling, bending, maintaining balance and lifting or pushing up to 25 pounds.

Humboldt Area Foundation+Wild River Community Foundation (HAF+WRCF) is an equal opportunity employer and make employment decisions on the basis of merit and without regard to race, religions creed, color, age, sex, sexual orientation, gender identity, genetic information, national origin, religion, marital status, medical condition, disability, military service, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state, or local laws or ordinances.

Humboldt Area Foundation+Wild River Community Foundation and our affiliates are committed to diversity throughout our programs, environment, and workforce. It is our mission to “promote and encourage generosity, leadership, and inclusion to strengthen our communities” and our belief that taking active and intentional steps to ensure equal employment opportunity and creating a working environment that is welcoming to all, will foster diversity and promote excellence in our work. To effectively serve a growing diverse population we endeavor to hire and retain staff who are sensitive to and knowledgeable of the needs of the continually changing communities we serve.

Employee’s Signature

Supervisor’s Signature

Date: _____

Date: _____