

## The Arc of Fort Bend County

Position: Administrative Assistant/ Office Manager  
Reports to: CEO  
Classification: Non-Exempt, 12 months  
Hours: 40 hours per week

### Duties:

#### Office Management:

1. Serve as Receptionist. Monitor front-door visitors and their access. Answer phones promptly and direct callers to the appropriate person. Take messages as needed when staff is not available.
2. Coordinate and handle activities necessary to maintain daily functions of The Arc office including, but not limited to, inventories/reordering of all office, building and volunteer supplies
3. Serve as accounts receivable for general donations, membership etc.
4. Maintain all records and documents of The Arc according to approved records retention schedule, including grants, donations, Board meetings for the Foundation and The Arc board.
5. Prepare Donation Letters and Acknowledgement forms for donations and grants received in The Arc's office. Submit letters to the CEO for review and signature. Maintain monthly donation file.
6. Maintain reservation calendars for both Conference Rooms.
7. Log and maintain monthly & yearly rental payments for residential and commercial properties. Notify CEO of incorrect or missed monthly payments by the lessee.
8. Prepare W-9 forms and Sales & Use Tax Exemptions form and distribute to appropriate companies.
9. Other duties as assigned.

#### Administrative Assistant:

10. Welcome visitors and members to The Arc's office. Inquire into their needs. Notify Program Directors if documents or assistance are needed. Prepare packet on all appropriate program information with business cards to give to visitor or member.
11. Notify Program Directors and CEO of appointment arrivals, pickups and deliveries.
12. Monitor CEO calendar to ensure scheduled appointments and meetings are attended.
13. Maintain and update The Arc's website.
14. Maintain and keep secure the Casey Connection (CRM). Includes sending renewal letters to members as requested by Program Directors. Reconcile New and Renewed membership transactions on a quarterly basis to the CRM ensuring all data was carried over.
15. Serve as the monthly E- Newsletter Editor. Notify Program Directors a week in advance for their updates and articles for the monthly e-blast. Keep notes on items, notices and updates to place in the e-blast. Maintain monthly file.
16. Plan all aspects of scheduled Board Meetings, including, food, drinks, board packet files, computer and visual equipment, print Agenda and any additional documents.
17. Provide clerical support to Program Directors as requested.
18. Other duties as assigned.

### Qualifications/Requirements:

- Excellent customer service skills
- Excellent telephone etiquette
- Strong oral, written and interpersonal skills
- Strong organizational skills and attention to detail
- Excellent proficiency in MS Office (Word, Excel, Outlook, Power Point)
- Experience in Constant Contact and website revisions – or ability to learn
- Ability to work independently with minimal supervision and to accept direction on given assignments

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CEO Signature

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Signature