



National Runaway Safeline Administrative Assistant Position Description

The National Runaway Safeline (NRS) is a 501c(3) organization committed to ensuring that America's runaway, homeless and at-risk youth are safe and off the streets. NRS serves as the federally designated national communications system responsible for providing 24-hour, 365 days a year crisis intervention and support services via a 24-hotline, text, chat, emails and an on-line digital forum. The organization is based in Chicago and serves at-risk youth and their families from across the country.

Overview:

The Administrative Assistant is essential for providing an organized, responsive and welcoming environment at NRS. In this capacity, the Administrative Assistant will report to the Executive Director and will be responsible for maintaining the organization's administrative systems, providing business operations support and overseeing some human resource functions. The Administrative Assistant serves as the primary contact person for the NRS' constituents and must effectively communicate with staff, volunteers, the Board of Directors, donors, other NRS supporters and visitors, and must handle confidential information, exercise good judgment and have the ability to handle stressful situations with tact and discretion.

Responsibilities:

- Provide general office support including: answering the telephone, greeting visitors, copying, filing, emailing, facilitating administrative projects and ensuring all office equipment is in working condition.
- Act as first contact for volunteers and visitors welcoming and directing them appropriately and ensuring that all safety and security protocols are followed.
- Coordinate all mail and delivery services, ensure sufficient funds in the postage meter and maintain sufficient levels of office supplies, order materials for special projects, food related supplies and other items as needed.
- Maintain personnel files, assist with tracking vacation and sick time, coordinate on-boarding process for new employees and other related personnel functions.
- Oversee set-up and maintenance of personal office systems including providing training on telephone system and other related functions.
- Make arrangements for Board, Board Committees, and Task Forces, and Senior Leadership Team meetings. Attend Board meetings, take minutes, and coordinate all committee communications and necessary mailings. For all of these meetings, coordinate any necessary logistics such as sending invitations and reminders, distributing materials, reserving and preparing conference rooms, providing food and beverages, assisting with technology, and cleaning up afterwards.
- Keep Board documents, including the Board Committee and Task Force roster, Board Term Limits Spreadsheet, and Board Candidate Spreadsheet up-to-date. Maintain organized files of Board and Committee minutes and other related documents.
- Work with the Director of Finance to coordinate bank deposits, payables, maintaining AP files, maintaining petty cash and other related responsibilities.

- Assist Development Department with recording donations, producing donor acknowledgement letters and maintaining the donor management system.
- Compile and distribute monthly staff communications and maintain the NRS shared calendar.
- Prepare draft reports and/or correspondence as directed. Edit proofs as needed.
- Assist with programs or activities throughout the agency as required.
- Other duties as assigned.

Other Requirements:

2-3 years' experience displaying increasing responsibility in various administrative tasks and office management related responsibilities. A high school diploma or GED required; a Bachelor's degree preferred. Excellent written and verbal communication skills. Must be able to prioritize and manage projects from start to finish and must be a self-starter and detail-oriented with excellent problem-solving skills. Proven organizational skills, ability to multi-task and meet deadlines. Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Publisher, Power Point, Publisher), Adobe, and familiarity with data entry processes and donor management systems. An understanding of and commitment to the operating goals of the National Runaway Safeline is essential. Must occasionally lift and/or move up to 25 pounds. Ability to maintain a flexible work schedule that may require some evenings and weekends.

NRS is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of race, color, creed, religion, gender, sexual orientation, national origin, age or disability.

Please submit a cover letter and resume to HumanResources@1800runaway.org. No phone calls please.