



Big Brothers
Big Sisters.

Administrative Assistant



POSITION PURPOSE

Big Brothers Big Sisters of Cedar Rapids & East Central Iowa is seeking a highly organized and detail-oriented part time Administrative Assistant to play a pivotal role in supporting the President & CEO and ensuring the seamless operation of our nonprofit organization. This position is essential to maintaining efficient operational systems, including payroll, grant billing, and stakeholder communication with donors, families, and volunteers. Additional responsibilities include managing databases and providing critical support for customer service, information technology, and development activities. Reporting directly to the President & CEO, the Administrative Assistant will be a central part of our dynamic team, contributing to the success of the organization's mission.

REPORTS TO

- Chief Executive Officer (CEO)

OVERTIME STATUS

- Non- Exempt



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ESSENTIAL DUTIES & RESPONSIBILITIES

Operational Support

- Process bi-weekly payroll, ensuring accuracy, timeliness, and proper record maintenance, including employee details, tax forms, and benefits. Address payroll-related inquiries.
- Prepare and submit monthly federal grant billing reports.
- Manage vendor payments, resolve discrepancies, and handle invoices, receipts, and deposits for the accounting firm.
- Oversee mail distribution and administrative tasks such as copying, filing, mailing, errands, and office supply orders.
- Collaborate with departments to optimize systems and improve efficiency.
- Support the President & CEO with scheduling and administrative needs.

Donor Management and Fundraising Support

- Ensure donors feel valued by managing acknowledgments, receipts, and thank-you communications.
- Coordinate with the finance team to ensure accurate tracking and reconciliation of donations.

Positive Communication and Representation

- Serve as the agency's front desk representative, welcoming visitors and managing phone inquiries with professionalism and warmth.
- Communicate effectively with donors, volunteers, and stakeholders, reflecting the organization's mission.



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ESSENTIAL DUTIES & RESPONSIBILITIES

Continuous Improvement

- Identify opportunities to streamline processes, enhance data accuracy, and improve administrative workflows.
- Stay updated on best practices and technologies for donor management and administrative tasks.

Flexibility and Adaptability

- Take on additional responsibilities and tasks as needed, contributing to the organization's overall success.

KEY PERFORMANCE INDICATORS



- **Accuracy and Timeliness:** Ensure payroll, grant billing, and vendor payments are processed accurately and submitted by established deadlines.
- **Donor and Stakeholder Satisfaction:** Maintain timely and professional communication with donors, volunteers, and stakeholders to build positive relationships and ensure satisfaction.
- **Operational Efficiency:** Identify and implement process improvements to enhance workflows, reduce errors, and support overall organizational success.



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SKILLS & KNOWLEDGE

	REQUIRED	PERFERRED
Possess superb organizational and time management abilities.	X	
Valid US driver's license and ability and willingness to travel locally.		X
Thorough, accurate, organized, detail-oriented and productive workstyle.	X	
Ability to update and work within a database, including the use of a variety of computer software programs.	X	
Ability to relate well in multicultural environments.	X	
Ability to effectively collaborate and problem solve.	X	
Ability to use time effectively.	X	
Proficient Computer Skills and ability to operate standard office equipment, including, but not limited to, printers, scanners, and copiers.	X	



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EDUCATION & EXPERIENCE

EDUCATION LEVEL

- High School Diploma or GED.

YEARS OF RELATED WORK EXPERIENCE

- A minimum of 6 months of related work or volunteer experience or post-high school education is strongly preferred.
- Two years of experience in an administrative or customer service role is preferred.
- A reliable vehicle, valid driver's license, and state-required automobile insurance are highly preferred.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

- Limited hybrid work flexibility.
- Work schedules for each employee position are determined based on the needs of clients and the agency goals.
- All agency staff are expected to schedule evening/weekend hours, on an as-needed basis.
- Must be willing and able to travel to local communities and neighborhoods.
- Routine office environment with sitting, standing and walking.



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ALIGN WITH OUR CORE VALUES

INTEGRITY FIRST

We choose to do the right thing, and insist that our actions display the components of integrity: honesty, accountability, responsibility, respect, justice and courage.

COMPREHENSIVE SAFETY

We invest time to educate, monitor and ensure that all feel physically, emotionally and socially safe.

POSITIVE IMPACT

We choose actions that provide encouragement, establish trust, instill confidence, demonstrate hard work and provide new opportunities for growth for all stakeholders.