

## **Detroit Audubon Office Administrator Position**

Average of 16 hours/week at \$13/hr  
Supervised by President or Executive Director

### **Qualifications:**

- Excellent organizational skills
- Excellent interpersonal and communications skills orally and in writing.
- Excellent computer skills, including thorough familiarity with MS Office Suite
- Experience with WordPress
- Experience with Bloomerang or other CRM a plus
- Experience with management of webpages and other online services
- Experience writing press releases and media management a plus
- Adept at organizing, typing, and filing both electronically and manually
- Experience working with nonprofits desired

**Responsibilities:** This position is focused on being often the first public face of the organization as receptionist in person and on the phone, as well as general office tasks such as managing incoming mail and filing, utilizing the donor and volunteer management system to process revenue and to communicate with Detroit Audubon's supporters in a multi-media approach. Tasks may include, but are not limited to, the following:

### **1. Office receptionist tasks**

- a. Answer phone calls
- b. Deal with general questions
- c. Refer calls to other staff when appropriate expertise is needed
- d. Greet people who come to the office in person

### **2. General office tasks**

- a. Process mail, including donations
- b. Process email in general staff mailbox
- c. Maintain filing system (paper and electronic) and file financial records and correspondence
- d. Process financial records and documents and send to bookkeeper
- e. Provide clerical support in grant applications, letters, distribution of board communications, vendor bid processes, position vacancy postings, et cetera
- f. Order office supplies and postage
- g. Keeps records for petty cash and postage
- h. Occasional errands (courier, office purchases, post office, bank)

### **3. Expense documentation**

- a. Assist others in processing expense reimbursement/documentation through approval and payment process
- b. Process documents to forward to bookkeeper and file paperwork

- c. Make deposits to bank, including filling out necessary bank and organizational paperwork.

#### **4. Management of organizations licenses, applications, permits, and reports**

- a. Maintain a schedule of duties for renewals of licenses, applications, permits, and reports
- b. Creating (or verify that designated persons are creating) these documents
- c. Filing these documents digitally and/or hard copies as required;
- d. route communications regarding to appropriate persons;
- e. file applications, permits, and licenses, and other legal/financial documents including:
  - Licenses:
    - Non-Profit Corporation Annual Report
    - Solicitation License at Michigan Secretary of State's Office
    - Michigan Sales Tax License
  - Reports
    - Sales Tax Report
    - Payroll Tax Reports
    - State of Michigan Unemployment Reports
    - National Audubon Chapter Annual Report
  - IRS Information Return (990 / 990-EZ)
  - Financial reviews, compilations, or audits
  - Workman's Compensation Insurance Annual Audit
  - Federated Campaign applications
  - Donor Advised Funds documents and Matching Donation forms
  - Estate planning documents
  - Tax exempt licenses provided to vendors
  - W-9 and other information retrieved from Vendors

#### **5. Provide bookstore support**

- a. Order books decided upon by professional staff, president, or designated board member(s)
- b. Maintain merchandise
- c. Price and mark merchandise appropriately
- d. Conduct annual inventory of stock
- e. Keep track of purchases
- f. Manage credit card procedures
- g. Explore starting an on-line bookstore when timing allows

#### **6. Maintain constituent records in Bloomerang**

- a. Add new constituents and/or new information on existing records to Bloomerang
  - Mailed in
  - Paper field trip and program lists, email sign-ups, call-ins, etc
  - Eventbrite participant ticket lists
  - National Audubon monthly joint member updates
- b. Share joint-National-Detroit member updates with National Audubon
- c. Update constituent records with interactions, including creating interaction descriptions

- Volunteering desire or performance
- Program attendance
- Donor cultivation instances
- Partners or potential partners
- Be able to sort by skills, expertise, project etc.
- Other pertinent information desired by staff, Fund Development Coordinator or board.

**7. Management of monetary transactions on paper and in Bloomerang**

- a. Process donations/payments that are received through the mail, events and bookstore sales, including bank deposits of checks and cash and processing of credit card payments
- b. Take credit card donations and other payments on the phone or in person as appropriate.
- c. Respond to transactions as required by standard operating procedures:
  - Thank-you letters and/or tax letters for all donations
  - Membership information/letter to new members
  - Invitation for donation/membership to non-members after attendance
  - Pledge reminders
  - Report generation and action assignments for follow up

**8. Management of forms in and interfaces with Bloomerang**

- a. Manage forms for constituent data collection, donations, events, etc.
- b. Manage reporting in Bloomerang to facilitate above processes and provide management/board with needed information
- c. Manage templates for communications such as appeal letters and/or email blasts, thank-you's, membership invitations, etc.
- d. Manage Bloomerang interface with DAS website, Facebook account, Twitter account

**9. Assistance for other DA Bloomerang users, including training them in specific tasks**

- a. Assist/Guide other staff in entering constituent interactions, identifying potential program attendees or volunteers and sending appropriate invitations, and/or other tasks
- b. Assist Board members/leadership in entering constituent interactions and in reviewing constituent information in donor/volunteer cultivation process, and other tasks.

**10. Management and implementation of twice yearly appeals (letters, emails, facebook posts etc.)**

- a. Assist in development of appeal with team
- b. Implement appeal by:
  - posting giving promotions on website, facebook etc. in collaboration with Program Coordinator.
  - processing and tracking responses,
  - segmenting, mailing list and performing mail merges and/or arrange with printer to do so.,
  - sending out email appeals inside Bloomerang
- c. Serve as main liaison with printer

- d. Manage volunteers and board member writing personal notes on appeal letters to people they know
- e. Report on results and trigger actions sent for follow-up

#### **11. Maintain website**

- a. Update event pages, press and media pages, and more, interfacing pages with Bloomerang, and Eventbrite, if appropriate
- b. Create new pages for upcoming events or new programs
- c. Create new pages or features requested by staff, president, the board, committee chairs or project coordinators or assist other staff and volunteers in doing so.
- d. Program Coordinator should be major decision-maker re website along with president and ED. The OA is more a maintenance and routine stuff, does not initiate major changes without authorization.

#### **12. Recruitment, management, and coordination of volunteers**

- a. Train and oversee office volunteers
- b. Assist in training and overseeing volunteers for other projects

#### **Work location and supervisory details:**

1. Must do this work in the Detroit Audubon office at 4605 Cass Avenue, Detroit, MI 48201
2. Regular work schedule to be mutually agreed upon and scheduled with supervisor
3. Supervised by Executive Director or President, if there is no Executive Director
4. Works closely with President, Treasurer, Finance Chair, Program Coordinator, Research Associate, Fund Development/Policy Coordinator, Flyway Editor, field trip and program leaders, and consultants