

FEEDING PETS OF THE HOMELESS®

Administrative Assistant

JOB DESCRIPTION

Rev. 1/2023

Title: Administrative Assistant
Reports To: Executive Director
Department: Office Administration
Location: Carson City, NV Headquarters
Classification: Non-Exempt Hourly, 40 hrs. per week.

Feeding Pets of the Homeless® is a national non-profit 501c3 organization that provides pet food and emergency veterinary care assistance to pets whose owner is experiencing homelessness.

Job Summary

The Administrative Assistant will be responsible for direct support to Intake Specialists, Executive Director, Chief Financial Officer and President with administrative tasks required to address the needs of a pet owned by a homeless person, as well as other programs

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Daily:

- Answer incoming calls. Interact with individuals via phone to assess their needs for veterinary care. Enter calls into Excel Share Point Call Log. Check if existing case in Access. Assign calls to Intake Specialists. Provide resources to callers. Document resource calls in Access database. Direct callers to Team Members, take appropriate actions and messages.
- Listen to voicemails and document/assign calls appropriately (excel Share Point sheet)
- Manage incoming/prep outgoing mail. Give incoming mail to CFO or President. Mail is not to be opened.

Weekly:

- Prep and mail thank you's from AR/AP.
- Invite up to 100 followers on LinkedIn on FPOTH account. Share FPOTH posts to LinkedIn.
- Water plants.

Monthly:

- Print and mail newsletter.
- Provide monthly call count numbers to ED. Keep folder.

- Take and place staff lunch orders for staff meetings.
- Attend Staff Meetings; prepare reports
- Attend CAAN meeting on rotation

As Necessary:

- Generate and send letters to lists requested by President
- Tally donations of pet food and give to A/R, A/P to enter in QB.
- Assist with cold calls for new veterinary partners as necessary.
- If donor requests tax receipt, give info to AR/AP
- Drop off donations occasionally at PFP
- Prep/Mail W-9 requests
- Monitor office supplies and business cards, report to ED
- Mail packets for new Volunteer, Donation Site, and Pet Food Provider application from ED and MD.
- Special projects as needed
- Scanning
- Attend Wellness Clinics when requested
- Help decorate offices on employee's birthday.

SKILLS AND SPECIFICATIONS:

- All Windows 10 Office programs, Word, Excel, Outlook, Access
- QuickBooks
- Internet Search Engines
- Ability to maintain and respect confidentiality
- Ability to self-direct
- Attention to detail
- Effective stress coping skills
- Be patient with client and circumstances
- Respect cultural, social and racial differences
- Minimal personal phone calls

ESSENTIAL PHYSICAL REQUIREMENTS:

- Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods at a keyboard/workstation.
- Must be able to occasionally lift and move 20/25/50 lbs of pet food.
- Full-Time Position 40 hours per week. 8am – 4:30. Two 10-minute breaks and 1/2-hour lunch.