



POSITION SUMMARY

FOCUS is looking for an organized, detailed-oriented Administrative Assistant/Database Manager who can provide support for the President and Board of Directors, oversee office operations, and manage the constituent database. Beyond having superb administrative skills, an ideal candidate would excel not only at executing specific tasks, but be a creative and effective problem solver. The ideal candidate will know how to prioritize, when to make decisions, and when to escalate issues to the attention of the President. As a high-energy, fast-moving environment, FOCUS is looking for someone who is enthusiastic, professional and who “goes the extra mile” to not just get a job done, but to do an amazing job.

QUALIFICATIONS

- Bachelor’s degree required.
- Have at least three to five years experience of high-level administrative support.
- High level of competence with MS Office Suite particularly Word, Excel, Outlook, and PowerPoint, and experience with database software.
- Detail-oriented, organized, and able to manage multiple tasks and responsibilities simultaneously while meeting relevant deadlines.
- Demonstrated ability to deliver high quality customer service, including donation management, gift acceptance policies, donor acknowledgement, and confidential handling of donor information.
- Ability to maintain professionalism and confidentiality in sensitive, complex, and/or controversial situations.
- Strong writing skills; experience in drafting agendas, correspondence, presentations, meeting minutes, reports, and other written documents.
- Excellent interpersonal and verbal communication skills.
- Understanding and experience with database management; ability to adapt to new technology.
- Self-starter with the ability to work both independently and on collaborative teams.
- Cheerful, friendly manner with a good sense of humor.
- Self-motivated and able to work well with frequently-shifting priorities; ability to work with minimal supervision.
- Ability to multi-task effectively is crucial.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Cross-Program Management

- Manage an active calendar of appointments for the President.
- Effective “gatekeeper” for the President.
- Take ownership of tasks, such as calendar management, correspondence, research, report preparation, and file organization.

- Answer general office phone line and information email address and transfer to appropriate team member.
- Coordinate Staff and Board meetings to include scheduling venues, setting up audiovisual equipment and refreshments, distributing invitations, agendas, and other relevant materials, and communicating with participants before and after meetings. Scheduling board and committee meetings and preparing meeting minutes. Onboard and off-board Board members.
- Maintain organizational records, including board meeting records, updated nonprofit documents and state registration, current articles of incorporation and bylaws, current conflict of interest and code of ethics certificates, etc.
- Coordinate office-wide projects, keep team accountable and on-track with communication, and ensure all tasks are submitted on time.
- Process all incoming payments and enter them accurately into the database.
- Manage inventory of office supplies.
- Manage IT for the office and monthly maintenance visits. Continually work with vendors to stay on top of any major issues.
- Make sure all appliances are working properly and repairs are completed if necessary.
- Create employee handbooks and manage on-boarding of new staff.
- Act as a project manager for special projects, at the request of the President and /or their direct reports, which may include planning and coordinating multiple presentations and disseminating information.
- Other duties as needed

Database Support

- Oversee the daily operation of the constituent database (NeonCRM), which tracks gift/financial and biographical information on alumni, members and donors, to support the organization's efforts to raise funds.
- In collaboration with the Associate Director of Member and Alumni Relations, managing the planning and implementation of FOCUS member, alumni, and fundraising events, including scheduling, materials acquisition and organization, volunteer coordination, registration and payment processing.
- Process donations and membership dues.
- Process gift acknowledgements and receipts, membership renewal notices, and new member packets.
- Perform regular outreach to FOCUS alumni to increase first-time and renewing memberships.
- Serve as the primary database manager, responsible for documenting and maintaining database processes for the entire FOCUS team.
- Maintain accurate member and donor database records through timely and efficient entry of data, verifying gift entry, address correction, and identification of data discrepancies.
- Prepare lists and counts for invitations, name badges, and registration lists for events, participant renewals, annual report, and other mailing projects.
- Respond to member inquiries via telephone, mail, and email in a timely fashion.

APPLICATION INSTRUCTIONS:

Starting salary for this position will be commensurate with the appointee's background and experience. FOCUS St. Louis offers an excellent benefits package.

For more information about FOCUS St. Louis, please explore our website at www.focus-stl.org.

To make inquiries or express interest about this position please send a resume and cover letter indicating salary requirements to Dr. Yemi Akande-Bartsch, President & CEO: YemiA@focus-stl.org.

All inquiries will be kept strictly confidential. No calls please.

FOCUS St. Louis is an equal opportunity employer.

FOCUS St. Louis® is the region's premier leadership organization, preparing diverse leaders to work cooperatively for a thriving St. Louis region through experience-based leadership training, civic issue education and public engagement initiatives.