

JOB DESCRIPTION:

Office Assistant



ABOUT:

This is an amazing time to join JewishColumbus. We are four years into an integrated partnership of the Jewish Federation of Columbus and the Columbus Jewish Foundation. Our annual campaign brought in over \$6.1M and our Foundation holds \$145M in assets. We are the community convener; we respond to crisis and ensure a strong future for the Columbus Jewish community through robust and trusting partnerships with local Jewish agencies and synagogues. We are innovative. We are inclusive. We challenge the status quo and strive to be at the forefront of trends within the Jewish and non-profit communities. Work for an organization where your time and talent will be valued, and your voice will be heard.

For more information about the Columbus Jewish community and JewishColumbus, visit the website at www.jewishcolumbus.org.

THE ROLE:

The **Office Assistant** is an important role within JewishColumbus: as a pleasant front desk representative, they undertake administrative and customer service responsibilities at the desk of our main office entrance. This staff member is the “face” of the JewishColumbus to visitors and phone callers. As one of the first points of contact for community members, they are responsible for the first impression we make: a customer-oriented approach is essential. The ideal candidate will have a friendly and easy going personality and the ability and willingness to provide security-minded reception and front office services in a fast-paced environment with enthusiasm, accuracy and efficiency. They should be approachable, perceptive, organized, and able to relay accurate information to the appropriate people.

REPORTS TO: Manager, People + Operations

RESPONSIBILITIES:

GENERAL OFFICE FUNCTIONS

- Admits visitors to the building using security protocols.
- Greets visitors and answers incoming phone calls in a warm, professional, manner.
- Directs visitors and phone callers to proper person/program.
- Keep front desk, lobby, restrooms, kitchens and conference rooms tidy and presentable with all necessary materials.
- Maintain the Procedure/Reference Manual for front office functions.
- Maintain the phone system, setting night ring, day ring, transferring calls.
- Restock restrooms and kitchens daily, providing general clean-up, making sure that sanitary supplies, refreshments and utensils are stocked.
- Drafts routine reports and correspondence.
- Orders food / catering for internal meetings/events, maintaining catering menus from kosher caterers.
- Additional Duties as assigned.

CALENDAR MAINTENANCE, MEETINGS & EVENTS

- Maintain the Outlook Organizational Calendar, including staff vacation schedules, in partnership with the Property & Operations Lead.
- Maintain awareness of who is in the office at any given time.
- Set up Board Room and/or Conference rooms for meetings, including table arrangements, refreshments, name cards, etc.

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- Assist in preparing for meetings and events, and adding events attendance to the database.
- Transcribe or otherwise assist with meeting minutes.

CORRESPONDENCE

- Sort and distribute incoming mail, checking mail slot for overnight/weekend mail.
- Research any returned mail for current address and update database.
- Operate postage machine, affix proper postage to outgoing mail, and record postage usage.
- Add postage to meter, and provide monthly postage usage report for Controller.
- Obtain copier and postage information for monthly departmental billing.
- Disseminate information/periodicals to Jewish community (Resource guides for families moving to Columbus, having a new baby etc.) in partnership with the Development Coordinator and the Property & Operations Lead.
- Check for and distribute incoming faxes.
- Send and confirm outgoing faxes for staff.

SYMPATHY CARDS – BIRTHDAY CARDS – MAZEL TOV CARDS – GIFTS

- Actively researches several sources (e.g., Epstein Memorial announcements, Synagogue newsletters, local Jewish newspapers) for *simchas* (i.e., welcome to community, birth announcements, Bar/Bat Mitzvah announcements, obituaries, etc.).
- Share announcements with the FRD team to send cards or other materials.
- Order and send cards and gifts.

CAMPAIGN OPERATIONS & ADMINISTRATIVE ASSISTANCE

- Based upon workflow and organizational priorities, may assist in the following:
- Preparation or review of documentation for expense reimbursement reports and credit card reconciliation reports.
- Assist in data base entry of demographics and report preparation.
- Assist with preparation, printing, and mailing of acknowledgement letters.
- Assist campaign operations as needed, including mailings, Super Sunday preparations, etc.
- Prepare internal and external reports.

QUALIFICATIONS:

Seeking individual with a diverse range of experience who enjoys managing complex situations and has the initiative, skills, and sensitivity needed to uphold and represent JewishColumbus culture and values.

- Courteous and professional demeanor and telephone manner.
- Friendly, personable, outgoing, customer service driven.
- Exhibits customer service focused behavior and integrity for maintaining confidential information.
- Capable of building trust and working in partnership staff to achieve results.
- Positive and solution-oriented attitude.

PREFERRED EXPERIENCE:

- 2+ years' experience working in an office environment.
- Collegiality and capacity to work well as a team member.
- Proficiency with Microsoft Office Suite.

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KNOWLEDGE, SKILLS & ABILITIES:

- Strong organizational skills, ability to juggle multiple competing priorities and meet deadlines.
- Ability to work independently, as well as in a team environment.
- High degree of initiative and resourcefulness.
- Can perform under pressure.
- Ability to interact with high-level/major donors.
- Interact effectively and diplomatically with a diverse constituency including donors, vendors, staff and lay leadership.
- Strong interpersonal, relationship building, and leadership skills to interact with a diverse body of lay and professional leaders.
- Effective at communicating through verbal and written means.
- Ability to maintain the highest level of confidentiality and develop strong, collaborative working relationships with colleagues.
- A capacity to contribute to JewishColumbus programs.
- Flexible and adaptable to take on new responsibilities within a growing organization.

PHYSICAL REQUIREMENTS:

- Frequent walking, bending, standing, and rearranging light furniture such as tables and chairs.
- Prolonged periods of sitting at a desk.
- Must be able to lift up to 50 pounds at times.

SCHEDULE & WORKSTYLE

The position requires work in the office during the business hours of 9-5, Monday-Friday.

JewishColumbus offers full-time staff a comprehensive benefits package (medical, dental, vision, FSA), a defined contribution retirement plan, generous vacation policy, paid legal and Jewish holidays, life insurance, generous parental leave policies and flexible hybrid work practices. Additionally, we offer voluntary learning programs throughout the year in subjects of interest to our staff.

APPLY

Please submit resume to talent@jewishcolumbus.org.

Review of applications will begin August 25, 2023 and continue until the position is filled.

JewishColumbus is an equal opportunity employer that celebrates and welcomes people of all identities and backgrounds. All qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, sexual orientation, gender identity, age, national origin, disability, veteran status, or other applicable legally protected characteristics.

JEWISH COMMUNITY NONPROFIT APPLICANTS

JewishColumbus is committed to supporting local Jewish organizations and to identifying the best talent for the community. If a current Jewish community nonprofit employee is hired for this role, we will work with their current employer to ensure an appropriate timeline and communications strategy. We welcome initial confidential inquiries to learn more about the role; however, current Jewish community nonprofit employees who move to a finalist round of interviews will be asked to communicate with their current employer about their candidacy.