



# National Resource Center on Domestic Violence

## Job Description

**JOB TITLE:** Administrative Specialist

**STATUS:** Non-Exempt

**REPORTS TO:** Director of Operations

**SUPERVISES:** N/A

**APPROVED BY: Chief Executive Officer DATE APPROVED: June 2020**

### Summary

The mission of the National Resource Center on Domestic Violence (NRCDV) is to strengthen and transform efforts to end domestic violence.

This position requires the ability to effectively perform administrative responsibilities with a high level of multi-tasking while ensuring the completion of several simultaneous priorities. The Administrative Specialist will plan and implement the NRCDV's national meetings and events, provide direct support to the Board of Directors, coordinate NRCDV's evaluation efforts with a thoroughly integrated approach accounting for NRCDV's mission and goals.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides direction on administrative operations across the organization including but not limited to:
  - Establishing an excellent working relationship with the NRCDV staff, Board of Directors and all partners of NRCDV;
  - Working in conjunction with the Fund Development Specialist to coordinate timelines for reporting of grants and other programmatic submissions;
  - Coordinating of organizational fund development activities and events in conjunction with the Fund Development Specialist;
  - Setting up NRCDV staff in-person meetings including meeting space, travel arrangements for staff, etc.;
  - Working with the Communications Team and IT to ensure proper set up of any necessary technology needs, coordination of presentational speakers and training providers, etc. for all in person staff & virtual meetings;
  - Assisting in maintenance and archiving of all organizational files;
  - Maintaining a calendar of meetings and key deliverables and deadlines; and

- Working collaboratively with team members to gather information for reporting of program data and funder reports.
2. Provides leadership and assistance in planning and hosting NRCDV national meetings and workgroups, including: all aspects of planning and coordination of logistics for such meetings; all notices, registrations, hotel and travel reservations, and other necessary logistics and support for special projects or activities, including but not limited to:
    - Utilizing NRCDV's database and other platforms to send out invitations, confirm attendance and manage events;
    - Soliciting proposals from hotels and finalizing hotel contracts in compliance with NRCDV guidelines;
    - Setting timelines and action steps for meetings including planning menus and finalizing rooming lists;
    - Preparing meeting materials, including folders, name badges, and name tents in coordination with relevant NRCDV staff;
    - Planning and coordinating travel for meeting participants, staff and any special needs and maintaining timely communications with all participants;
    - Coordinating bulk copying and packaging of materials for events with NRCDV staff and ensuring that all meeting materials are available at the meeting location; and
    - Maintaining updated physical records of all meetings and filing all meeting records with the relevant grant files.
  3. Serves as the Chief Executive Officer's administrative liaison to NRCDV's board of directors providing critical support, including but not limited to:
    - Board of Directors and board committees for meetings including scheduling, assistance with drafting agendas and other essential plans and documents, sending invitations, distribution of materials, etc.
    - Assisting board members with travel arrangements, lodging, and meal planning;
    - Maintaining discretion and confidentiality in relationships with all board members;
    - Updating all board membership information and compiling quarterly electronic newsletter in coordination with the Communications Manager and the Transformation Team;
    - Assisting the organization comply with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format;
    - Assisting in the orientation of new Board members, and committee members as necessary;
    - Providing necessary support during board meetings;
    - Taking minutes of meetings;

- Maintaining required records of all Board meetings with necessary documents.
4. Coordinates NRCDV's evaluation efforts in collaboration with relevant programs staff including but not limited to:
- Collate the performance data of NRCDV programs per NRCDV's evaluation plan on a quarterly basis
  - Update NRCDV's evaluation plan annually with the feedback received from all NRCDV Teams
  - Assist in preparing the evaluation section of progress reports.

#### **OTHER DUTIES**

- Actively engage in ongoing anti-racism and anti-oppression trainings and discussions and apply these approaches/analyses to ongoing activities related to this position;
- Serve as a member of the NRCDV Operations Team and other appropriate workgroups, to effectively manage organizational resources (personnel, budget, policies, etc.) and assist in the need for additional resources or support to enhance NRCDV's communication activities;
- As opportunities arise and schedule allows, recruit and supervise interns providing necessary support and appropriate direction;
- Assist in compilation of information for regular activity reports, including the collection and analysis of web site usage statistics, social media activity, and other related feedback;
- As opportunities arise and schedule allows, recruit and supervise interns providing necessary support and appropriate direction; and
- Perform other duties as required.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

##### ***Experience and Education***

Bachelor's degree preferred

2 -4 years of experience in a professional administrative role required.

Experience in social change work and has a knowledge, passion and desire to enhance and support the mission of NRCDV.

##### ***Communication Skills***

A proven track record of strong written and oral communication skills and the ability to communicate with others to understand them and to be understood, including demonstrated meeting facilitation and training skills. Ability to

adapt writing style to suit different audiences and project types, including an understanding of writing specifically for the web.

### ***Project Management Skills***

Demonstrated program development and project management skills, including the ability to work effectively across teams and with consultants. Demonstrated teambuilding, limit-setting, problem-solving, creative and analytical thinking and organization skills.

### ***Computer Skills***

Significant Computer Proficiency including the use of Apple computers and/or ability to adapt quickly to new hardware and experience with Microsoft Office and Adobe Suites. Experience with using electronic newsletters tools such as MailChimp, virtual meeting platforms and content management software/systems.

### ***Language Ability***

Ability to write reports, factsheets, correspondence, and other forms of written materials, including for a variety of audience. Ability to speak effectively before groups. Ability to read and interpret a variety of documents.

### ***Reasoning Ability***

Demonstrated ability to engage in critical thinking, analysis, and reasoning to promote effective policy strategies. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.

### ***Math Ability***

Ability to read, interpret, organize, and analyze data.

### ***Other skills, abilities and behaviors important to the NRCDV***

To be a successful member of the NRCDV team, an individual should demonstrate the following:

**Shared vision and direction** – Participate in opportunities to provide thoughtful feedback about the organizational vision, strategic plan and mission. Seeks out information, engages with colleagues, and attends meetings to assist in fully understanding how the individual job fits into the full scope of the organization.

**Teamwork** – Collaborates and communicates within and across teams, enabling organizational workflow and positive partnerships. Responds to challenges and opportunities and is flexible and willing to pitch in and try new things, sometimes outside the scope of normal duties. Actively participate in discussions, surveys, retreats, evaluations and other means of communication.

**Ethics & Integrity** - Values and treats co-workers and organizational partners with respect and consideration regardless of status or position. Approaches situations with diplomacy, tact and discretion; inspires the trust of others.

**Valuing Diversity** - Celebrates diversity and shows respect and sensitivity for cultural differences.

**Personal Accountability** – Contributes to the formation of organization and project goals, meets the expectations of the organization and funders, and monitors personal progress toward goals and objectives that relate to areas of responsibility.

**Problem-solving and Continuous Improvement** – Actively participates in identifying barriers and challenges in the work environment and works to help overcome them by creating solutions and doing the very best work they can to move the mission forward. When a performance problem is identified, addresses it and does the best to make the corrections needed to succeed.

**Judgment and Decision-Making** – Actively contributes best ideas and critical thinking to help make the strongest decisions possible when involved in decision-making; includes appropriate people in decision-making process; makes timely decisions within the scope of responsibility.

**Dependability** - Responds to management direction while taking responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

**Adaptability and Innovation** - Adapts to changes in the work environment and opportunities; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Fiscal Responsibility** - Works within approved budget; conserves organizational resources.

## **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to communicate with others, move and sit frequently. The employee may also be required to lift or move objects of up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

The noise level in the work environment is usually quiet, but with constant interruptions.

**TRAVEL REQUIREMENTS**

Occasional travel between NRCDV office in Harrisburg, PA and Washington, DC required, as well as some other national travel.