

Customer Relations/Office Administrator

30 Hours/Week

We are seeking a Customer Relations and Office Administrator to further our mission to promote resiliency in children, families, adults, and communities by offering program models that create, restore, and sustain healthy relationships. We recognize that healthy relationships are the core element to a healthy individual, family, society, and world. We offer training, technical assistance, and educational materials to customers around the nation and internationally. We are a small team and our offices are located in central San Rafael.

Position Summary

The Customer Relations/Office Administrator is responsible for managing the central office to include phones, email, all customer inquiries, orders and support, processing training registrations and training coordination in addition to maintaining the office's filing system, facility operations, and supporting leadership and staff.

Customer Relations

- Be the front line of communication for the organization by managing office phones and responding to incoming email and inquiries
- Respond to customers' phone and email inquiries regarding training, materials, and program models
- Create and mail quotes (with the exception of training proposals) and receipts upon request
- Direct calls and inquiries to other staff in a timely and professional manner
- Assist with marketing and outreach to existing and new customers regarding trainings and curriculum

Office Administration

- Process customer orders over the phone, by mail and fax
- Liaison to fulfillment center to ensure timely delivery of materials and provide troubleshooting
- Process incoming and outgoing mail
- Training coordination through creation and shipment of time-sensitive trainer packets to include rosters, certificates and other documentation to trainers at nationwide training locations
- Create weekly updated registrations for internal staff
- Provide support to staff and leadership including support with various tasks as needed
- Support leadership with Board Meetings/Special Events
- Maintain an organized office file system - virtual/"green" and physical
- Facility Operations: maintain office equipment, make service calls or replace equipment when necessary, order office supplies, keep office clean, presentable, and professional
- Process customer checks, credit card payments, and purchase orders; prepare and manage customer invoicing on a timely basis for curricula and training registrations
- Perform other duties as assigned by supervisor

Qualifications

- 3+ years of office administration experience, preferably for a nonprofit organization
- Strong communication skills and attention to detail
- Self-motivated and directed with ability to prioritize multiple tasks
- Results-driven, excellent communication and writing skills and the ability to work collaboratively and nurture effective, positive working relationships with leadership team, co-workers, clients, customers, and partners

- Ability to work independently and also as part of a committed team
- Ability to meet deadlines; work well under pressure; and communicate clearly, professionally, and personably with colleagues, customers, partners, and vendors
- Proficiency with Microsoft Office Suite
- Working knowledge of QuickBooks, Salesforce, and Google Drive Applications (Hangout, Docs, Sheets, etc.).
- Exposure to Adobe InDesign, Click & Pledge and PrestaShop platforms a plus
- Self-starter, able to show initiative, friendly, hospitable, hard-working
- Ability to think strategically and manage multiple projects simultaneously

Of equal importance, the ideal candidate will possess the following attributes and experience:

- Passionate about youth, families, healthy relationships and circle approaches
- Extremely high level of professionalism, collegiality, relational, self-motivating, organized
- Professional, creative, honest and trustworthy
- Flexible and able to deal effectively, kindly, and professionally with people from all backgrounds
- Ability to evaluate problems accurately and display mission aligned, sound, confidential judgment
- Motivated and flexible to change especially with learning and adapting to new systems
- Committed and driven to inform and create efficient processes considering inputs and impact
- Attentive and able to effectively work with a team that is mostly satellite
- Enthusiasm in contributing and participating in our annual staff retreat residentially for 2-3 days

We value all diversity as foundational to the workplace.

To apply, please email your resume and cover letter to Kiku Johnson at kiku@onecirclefoundation.org. We request no phone calls. Position available now. Best matched applicants will be contacted. Thank you!

\$18-\$22/hour depending on experience; FULL benefits including medical, dental, paid holidays, retirement plan with employer match, and generous Personal Time Off (PTO).