

## **JOB DESCRIPTION**

**Job Title:** Administrative & Program Assistant  
**Reports to:** Executive Director  
**Status:** Full-Time; Non-Exempt  
**Prepared by:** Julie Mitchell, Executive Director  
**Prepared on:** June 16, 2020

### **Primary Purpose:**

- Responsible for providing key client, financial, program, and administrative support services, while extending our organization's vision, mission, and values.

### **Essential Duties and Responsibilities:**

- **Client Relations & Case Management**

Maintain confidentiality of all case activity and client information. Conduct on-site or remote case management for mediation referrals at Hilo District Court's Monday and Wednesday 8:30 a.m. docket (including on-site intakes and mediation set-up or remote intakes). Create and email monthly court calendar for mediator sign-up. Open and close hard copy and digital case files for court and in-house cases. Update weekly in-house mediator request list and create Zoom meetings. Send and track mediation confidentiality agreements via DocuSign, appointment letters, and invoices for in-house mediations. Make reminder calls to clients and mediators for in-house mediations and collect fees.

- **Fund Development**

Maintain and update fund development database (including donor tracking and inputting data for potential donors). Update and maintain Outlook mailing list. Accept and track grant donations. Prep weekly and annual mahalo letters. Assist with fund development activities (including solicitation requests, guest lists, auction item receipt and tracking, and ticket sales and tracking).

- **Financial**

Receive and process payments and donations. Report and track Square, PayPal, Donorbox, etc. payments. Prepare invoices and bank deposits. Track client billing, accounts receivable, and collections. Process accounts payable. Maintain account postings in appropriate forms and databases.

- **Programs**

Assist with trainings, workshops, and special events (including sending marketing and confirmation emails, processing registration and payment, creating sign-in sheets, and other planning, preparation, and implementation). Compile results and statistics for brown bag, training, workshop, and mediation exit surveys. Track and report volunteer hours and continuing education for staff and mediators.

- **Administrative**

Greet clients and visitors. Answer and direct incoming phone calls. Create, organize, and maintain hard copy and digital files. Do data entry. Prepare and modify documents (including correspondence, memos, e-mails, faxes, and reports). Make copies and scan documents as needed. Receive and process incoming and outgoing mail. Maintain and restock books, brochures, and documents in-house and at court. Assist in monthly, quarterly, and annual reporting and statistics. Straighten and stock the mediation rooms, reception area, and waiting room daily or more often as needed. Maintain office equipment and supplies, assist with IT and troubleshooting, and interface with vendors as needed.

### **Other Duties:**

- Comply with all Ku'ikahi Mediation Center policies and procedures.
- Attend staff meetings.
- Complete Basic Mediation Training.

- Other duties as assigned.

**Continuous Quality Improvement:**

- Institute, maintain, and update efficient systems and processes to ensure Ku'ikahi Mediation Center maintains the highest level of professionalism in operations and service quality that exceeds client, mediator, and funder expectations.

**Competencies:**

- Strong people skills, especially empathic listening
- Ability to work with diverse individuals and groups.
- Excellent verbal and written communication skills.
- Works well independently as well as part of a team.
- Maintains confidentiality.
- Ability to remain calm and courteous when under stress or in difficult situations.
- Treats others with consideration and civility. Supports self-determination.
- Strong reasoning ability and problem-solving skills.
- Ability to multi-task.
- Strong attention to accuracy and detail.
- Self-motivated. Excellent time management and organizational skills to meet deadlines.

**Qualifications:**

*Education/Experience:*

- High School Diploma or equivalent required; Associate's or Bachelor's degree preferred.
- 2-3 years office experience required.
- Previous bookkeeping and/or QuickBooks experience preferred.

*Background Check:*

- Able to pass a pre-employment criminal background check.

*Language Ability:*

- Read and comprehend instructions and correspondence.
- Communicate effectively with staff, board members, volunteers, mediators, clients, and visitors.

*Math Ability:*

- Basic math skills (add, subtract, multiply, divide, determine percentages).

*Computer Skills:*

- Proficient in Microsoft Office (Word, Excel, Outlook), Adobe Acrobat, internet, and databases.
- Comfortable learning new software and systems.

**Working Conditions:**

*Equipment Use:*

- Office phone system, computer, printer, scanner, copier, fax machine, calculator.
- Comfortable learning new software, hardware and technologies.

*Work Hours:*

- Up to 40 hours per week Monday to Friday, with occasional evening and weekend shifts.
- Requires regular and predictable attendance.

**Physical Demands:**

- Continuously sits and occasionally stands and walks.
- Frequently lifts and/or carries up to 10 pounds; occasionally lifts and/or carries up to 25 pounds.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individual with disabilities to perform the essential function of this position.