



Job Title: Office Coordinator
Department: Administration

Reports To: Executive Director
Status: Salaried

Working for FOCF is employment with a purpose: We are dedicated to maintaining and increasing the value and importance of City Park as a place of natural beauty, culture, recreation, and education for the public. We are focused on strong work ethic, respect, and responsibility in the workplace with an emphasis on building relationships to positively impact our community.

ROLE DESCRIPTION

The Office Coordinator will coordinate various tasks and functions to ensure office operations run effectively and efficiently in an organized, personable, and detail-oriented manner. They will supervise daily operations of donation processing and merchandise fulfillment to ensure that FOCF meets or exceeds annual goals. They will inspire new merchandise opportunities to support and grow the merchandise program. This position will serve as the model for all staff in office efficiency, customer service, and use of best practices to drive office optimization.

This position is full-time and salaried. Benefits include paid time off, health/dental insurance, and other benefits included in compensation package.

Occasional night and weekends are required.

Essential Duties and Responsibilities include the following. Other duties may be assigned:

OFFICE MANAGEMENT

- Welcome members and visitors to the office and assist them as needed.
- Lead data entry in Raisers Edge, BOS, and Ticketing systems.
- Record donations and spearhead the communication process after a donation has been made.
- Perform various clerical tasks as needed (file papers, organize supplies, etc.).
- Take meeting notes and transcribe into email, document, or spreadsheet form.
- Maintain main phone line and Friends@friendsofcitypark.com.
- Manage, sort, and dispense incoming mail.
- Prepare outgoing mail and packages.
- Perform general bookkeeping duties including credit card reconciliation.
- Maintain staff and FOCF calendars.
- Set appointments, meetings, and conference calls.
- Notify and remind all parties of upcoming events, meetings, etc.
- Suggest changes to office task workflow to improve efficiency.
- Maintain, clean and tidy public office spaces.
- Frequently check office supply stock; reorder supplies when needed.
- Track orders and maintain vendor relationships.
- Report any updates or pertinent issues that need addressing to the Executive Director.
- Uphold and carry out FOCF office policies and procedures.

MERCHANDISE MANAGEMENT

- Works with Executive Director to develop annual merchandise sales goals.
- Monitors and reports on progress toward these goals, taking appropriate action to ensure that goals are met.



- Work with committees, volunteers, and staff to support, sustain, and inspire merchandising efforts.
- Create and lead new merchandise opportunities for FOCP.
- Set up new items and new products on website.
- Manage and track inventory.
- Perform quality inspection on new items/products.
- Order samples from vendors and maintain consistent follow up.
- Reviews daily close-outs and ensures accurate bank deposits are made on a timely basis.
- In collaboration with Director of Special Events & Marketing create annual Marketing/Promotional Plan for merchandise.
- Create marketing assets such as postcards, flyers, brochures, banners, and social media posts needed for ongoing merchandise promotions and events.

CUSTOMER SERVICE

- Manages difficult or emotional member situations.
- Responds promptly to member needs and always remains approachable.
- Solicits member feedback to improve service.
- Discusses problems with members and offers encouragement via phone, in-person, and e-mail.

MISSION ADVANCEMENT

- Demonstrates a desire to serve others and fulfill community needs.
- Provides leadership and support to fundraising activities and volunteer committees/boards as assigned.

COLLABORATION

- Cross-trained to support volunteer, program, membership, marketing, merchandise, and special event departments.
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Listens for understanding and meaning; speaks and writes effectively.
- Takes initiative to assist in developing others.
- Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Balances team and individual responsibilities.
- Gives and welcomes feedback.
- Contributes to building a positive team spirit.
- Able to build morale and group commitments to goals and objectives.

OPERATIONAL EFFECTIVENESS

- Makes sound judgments, and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better output.
- Establishes goals, clarifies tasks, plans work and actively participates in meetings.
- Follows policies and procedures and reports all irregularities immediately.
- Strives to meet or exceed goals and deliver high-value work.



PERSONAL GROWTH

- Pursues self-development that enhances job performance.
- Demonstrates an openness to change and seeks opportunities in the change process.
- Accurately assesses personal feelings, strengths, and limitations and how they impact relationships.
- Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology (Microsoft Suite, Raisers Edge, BOS, Canva, Asana, Social Media, Word-press).
- Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Friends of City Park is dedicated to the belief that all lives have equal value. We are committed to creating a workplace where employees thrive both personally and professionally. We also believe our employees should reflect the rich diversity of our community—in race, gender, age, cultures, and beliefs—and we support this diversity through all our employment practices.

TO APPLY: Send Resume, cover-letter, and list of two references to sbell@friendsofcitypark.com; please add Office Coordinator Applicant to the subject line.