Job Title: Administrative Coordinator  
Ministry: Administration  
Reports to: Executive Director  
FLSA Status: Exempt  
Date Prepared: August 2021

ORGANIZATIONAL BACKGROUND
At Hesed House, saving the world isn’t a flight of fancy – it drives us in every action we take. We truly believe we are going to end homelessness. For us, serving one’s neighbor – particularly poor, oppressed, marginalized, victimized, disinheritated neighbors – is both a calling and an obligation that we tackle head on each and every day.

SUMMARY
Public Action to Deliver Shelter, dba Hesed House is a faith-based organization serving the homeless as the second largest shelter and comprehensive resource center in Illinois. Our programs serve an average of 1000+ individuals per year. We are open to serve 24 hours a day, 365 days a year. The shelter offers meals, shelter, sleeping accommodations, showers and laundry facilities to people in need. In addition, through our case managers, guests have access to general counseling, substance abuse counseling, medical services, legal services, job coaching, and rehousing services.

PRIMARY DUTIES AND RESPONSIBILITIES:

• Act as initial representative of Hesed House and our Mission for external contacts
• Create and maintain systems for timely and accurate completion of various organizational priorities including administrative staffing, in-kind donation tracking and reporting, organization registrations with governmental entities, etc.
• Partner with Executive Director to create, assess, and maintain systems related to community support communication, staff communication and recognition, and Board of Trustees protocols and communications
• Partner with Development Team to ensure donor gratitude (i.e. thank you cards) is completed timely and accurately
• Manage vendors, outside agencies, and volunteers related to administrative duties
• Assist Finance Department with the creation of and ultimately maintain responsibility for the administrative budget
• Maintain Hesed House digital archives
• Extensive typing from written drafts and composition of memos, letters, reports, thank you cards, etc.
• Proofread correspondence for accuracy of spelling, grammar and layout, and make appropriate changes
• Create and design visual presentations, charts, tables, graphs, business plans, and Board of Trustees and Departmental reports, including some confidential
• Manage levels of and cost-effectively procure office supplies for the organization
• Assist HR Coordinator with onboarding of new employees
• Respond to routine external correspondence
• Oversee or handle incoming calls and routing calls/messages to appropriate individuals
• Sort and route incoming and outgoing mail
• Maintain an organized and efficient general office area
• File paperwork on a timely basis in an organized, clearly-labeled manner
• Set up and process mail merges and mailings
• Conducts errands as requested
• Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

• Supervise administrative volunteers and 3rd party agency staff

QUALIFICATIONS, EDUCATION, AND/OR EXPERIENCE
• Must ascribe to the Hesed mission: “To feed the hungry, clothe the naked, shelter the homeless and give people the chance to hope again.”
• Must be able to meet guests “where they are at”.
• Must be willing to work under Harm Reduction and Housing First principles.
• Must have good verbal and written communication skills.
• Must possess developed computer skills.
• Prior experience working with the homeless or vulnerable populations preferred.
• An understanding of poverty and street smarts preferred.
• Bilingual Spanish/English is preferred.
• Basic first aid training is preferred.
• Must pass DCFS and criminal background checks.
• Associates Degree or higher required.
• 3+ years successful administrative experience required.
• Extensive knowledge of Microsoft programs including Word, Excel, Outlook, Power Point is required.
• Raiser’s Edge experience preferred.
• Background and experience in analytics and project management preferred.

PHYSICAL REQUIREMENTS

• Must be able to walk up and down stairs continuously.
• Must be able move light furniture weighing up to 50lbs regularly.

ATTIRE/DRESS POLICY: General Office: This position generally requires frequent contact and interaction with outside constituents and requires appropriate business attire and well-groomed, professional appearance.

If interested, please send your resume to careers@hesedhouse.org.