



POSITION TITLE: Administrative Assistant

DATE: June 2024

REPORTS TO: CEO

HOURS: Full Time Exempt

RESPONSIBILITIES:

This position is multi-faceted and is critical to the effective and smooth functioning of the organization. This position will be responsible for a wide range of duties and critically interfaces with all areas of the organization. Consequently, the position requires an individual who is adept at changing hats, has tremendous attention to detail, has solid computer, data management and writing skills. Should be interested in and enjoy social media. This individual must be able to work as a positive team member as well as solo. This position will be a good match for an individual who is a seasoned administrative professional, enjoys variety in their work, is flexible yet exceptionally organized, enjoys dogs – a lot 😊 and has strong ethical communication skills.

QUALIFICATIONS:

- Able to effectively maintain an engaging social media presence. Experience with, and enjoyment of, social media.
- Salesforce experience.
- Able to provide technology leadership.
- Strong written and verbal communication skills
- Ability to collaborate with diverse groups of people, including volunteers, community, donors, and staff.
- Have strong organization, interpersonal and multi-tasking skills. Able to prioritize and adhere to deadlines.
- Creative and resourceful. Able to coordinate resources to help fulfill responsibilities.
- Is flexible and spontaneous, while being meticulous.
- Able and enthusiastic to share Paragon’s mission and stories.
- ASL is a definite plus
- Prior experience working with volunteers is a plus.

JOB DUTIES:

Program Support

Clients

- Be the point of contact for clients requesting additional or replacement equipment.
- Assist Client Service to ensure complete and up to date client files.
- Respond to phone calls/emails for individuals interested in service/facility dogs.
- Send applications as appropriate for successor dogs.
- Assist Client Services to maintain up to date applicant profiles and priorities.
- Ensure accessibility in technology for d/Deaf and HoH clients.
- Coordinate Team Training Process for each Team Training

Volunteers

- Be the first point of contact for all volunteer applicants.
- Maintain effective and accessible application processes.
- Maintain the volunteer database.
- Maintain current and accurate records of all volunteer applications.
- Maintain ongoing and accurate records of volunteer hours of service.
- Implement and maintain background checks of volunteers.
- In conjunction with the Team, create and implement volunteer incentives, recognition, and motivation strategies with the goal of increasing attendance and retention.
- Coordinate Paragon's involvement at pertinent volunteer fairs and other community events and school/agency visits as potential sources for new volunteers.
- Coordinate corporate and community group work projects.

Development Support

- Ensure quality follow up on all gifts by providing appropriate acknowledgement, thank yous, and documentation to donors.
- Maintain donor database.
- Identify and implement opportunities for donor acknowledgement in conjunction with CEO (i.e., gratitude events, tokens of appreciation etc.)
- Work with staff, volunteers, clients to create compelling and informative stories regarding Paragon's work.
- Create and maintain Team Story Sheets.
- Maintain and continually expand Paragon's photo library.
- Actively utilize Paragon's social media platforms (Instagram and Facebook) for optimal exposure and timely story telling. Post statistics, events, and stories of interest on Facebook and Instagram.
- Coordinate monthly newsletter.

Data Management and IT Support

- Oversee systems, policies, and integration of Cloud and other document sharing.
- Maintain and oversee contracts to ensure effective internet/wireless network, website, computers, technical support, CRM/database, and communication platforms (e.g. email, phones, virtual meeting/events, social media) management.
- Advance technology and communication platforms to enhance community image; expand access and interface with volunteers, supporters and clients.
- Serve as point of contact for phone and IT needs (e.g. grasshopper, computers, Code Blue, etc.)
- Manage Salesforce support and provide volunteer and donor entry.

Administration Support

- Manage and coordinate staff apparel.
- Coordinate agency-wide purchases; ensure efficiencies, fiscal responsibility, and required documentation.
- Maintain a "Wishlist" for dogs (and other agency needs).
- Reconcile monthly credit card purchases/statements.
- Manage Paragon's info email/phone contacts. Respond or forward as appropriate.
- Create staff schedules for, and oversee and manage, facility wide cleaning, organization, trash removal, etc.

Professional Behavior:

- Know and abide by Paragon's Operating and Personnel Policies and Procedures.
- Know, support, and promote the Mission, Values, Culture and Goals of Paragon.
- Represent Paragon in a positive and professional manner.
- Maintain safety as Paragon's paramount concern. Place safety first in all actions and activities.
- Promote and support an effective team environment, including adherence to Ethical Communication practices with staff, clients, volunteers, and community members.
- Demonstrate respect, interest, compassion and caring for clients, dogs, volunteers, supporters, and community members.
- Attend and participate in staff meetings.
- Perform as a supportive Team Player including helping with dog support, helping ensure a clean and effective office environment, assisting with social media and dog/client story updates.

*** Paragon Service Dogs is located in beautiful Longmont, CO. Visit www.paragonservicedogs.org to learn more about us.

To apply for this position, please send a cover letter and resume to carol@paragonservicedogs.org

Equal Opportunity Employment

Paragon Service Dogs is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants, clients, graduates, volunteers, or employees based on race, color, creed, national origin, sex, age, religion, marital status, sexual orientation, gender identity or expression, veteran status, physical or mental disability, or any other status protected by state or local law.