



EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

POSITION TITLE: Office Administrator

DEADLINE: March 17, 2023 or until filled

START DATE: March 2023

COMPENSATION: Salary, commensurate with experience

POSITION LOCATION: TWA Headquarters Office, New Braunfels, Texas

HOURS: 8:00 a.m. – 5:00 p.m.

TERM: At Will

SUPERVISOR: Quita Hill, Director of Finance and Operations

Job Duties

Administrative and Office Support

- Administrative support for a multi-program building with frequently traveling staff. Works with minimal supervision.
- High visibility position with continual member contact, including government officials and influential donors.
- Handles the switchboard and incoming visitors. Maintains common areas.
- Provides backup for Membership and administrative support to the Director of Finance and Operations. Provides assistance to other directors as needed.
- Works continually in Salesforce to keep the database scrubbed, using various means. Uses Salesforce to create queries for staff and to update member information.
- Calendars, coordinates, sets up/tears down for meetings/events within the building, which may include: dishes, coffee service, food service, food pick up and going to the dry cleaners.
- Handles: front desk, filing, archiving, all office equipment, incoming/outgoing mail, invoices/collections, building maintenance and tier one IT issues.
- Creates: correspondence, PDF forms, labels, meeting packets, queries, mail merges, spreadsheets, mailers and monthly reports and graphs.
- Facilitates large amounts of shipping for merchandise sales, promotions and events.
- Responsible for the programming of the VoIP Nextiva phone system.
- Orders, picks up and stocks kitchen/janitorial/office supplies within budget.
- Manages trailer files and yearly trailer registration.
- Accepts/processes all types of payments, preps bank deposits and researches discrepancies.
- **Annual Convention:**
 - Assists members with online/phone registration and questions.
 - Processes all mailers, creates auction documentation and registration badges.
 - Handles the coordination, payment and shipment of auction items not picked up at convention.
 - Assists members with online/phone registration.
 - During convention, mans the registration desk and backs up the merchandise counter.
 - Aids with set up and tear down of registration/merchandise area.

Selection Criteria

- SalesForce and Nextiva or VoIP programming experience preferred.
- Must have at least 5 years of experience as an Office Administrator, Administrative/Personal Assistant, or similar position.
- Must be proficient with maintaining office equipment, such as: postage machines, copiers, folders, and printers.
- Must be proficient with the computers and comfortable with technology -
 - Know how to use the Internet for research.
 - Have an intermediate knowledge of Microsoft Office Products, including Outlook, Excel, Word, and PowerPoint.
 - Proficient in Mail Merges
 - Know how to use Adobe Acrobat for editing.
 - Type 55 wpm.
- Must be a 'self-starter', able to work independently with minimal supervision, and exercise initiative in accomplishing tasks.
- Must be able to work with frequent interruptions, manage time effectively, while assisting with multiple projects for multiple departments.
- Must be willing to maintain a professional level of decorum inside and outside the office.
- Must provide the highest level of professionalism and customer service in all forms of communication and interactions.
- Must be willing to become knowledgeable about TWA membership, educational programs, events, and trainings.
- Must read, write, and speak English. Must have proficient knowledge of oral and written communication in English, including appropriate grammar and punctuation, with a high degree of expertise.
- Must be reliable, punctual, and efficient, with the ability to follow instructions.
- Must be willing to assist with all TWA activities and programs with a team, family-oriented, cooperative spirit toward all involved.

Please submit resume to:

Quita Hill

Director of Finance and Operations

6644 FM 1102

New Braunfels, TX 78132

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