

# SHOW HOPE

## **Coordinator of Operations/Executive Assistant**

Full Time (Franklin, TN)

### Mission

Show Hope's mission is to care for orphans by engaging the Church and reducing the barriers to adoption.

### Job Summary

The Executive Assistant/Office Coordinator supports the Executive Director and Executive Leadership to promote Show Hope's mission, vision, core values, and strategic plan. Personal qualities include integrity, credibility, and a willingness to sign Show Hope's [Statement of Faith](#).

The Executive Assistant/Office Coordinator supports the Executive Director and Executive Leadership in the day-to-day operations at Show Hope. This position is responsible for welcoming visitors to Show Hope's office and providing informational tours. Additionally, the Executive Assistant/Office Coordinator is responsible for managing phone systems with various emails, office supplies, inventory of merchandise, and overall presentation of the office.

The Executive Assistant/Office Coordinator supports the Director of Operations and collaborates with other Show Hope staff in the planning of office events and various meetings, employee gatherings, board meetings, and other events, providing food, set-up, and clean-up. Additionally, this position supports the Director of Operations with Show Hope's annual fundraising event, Fellowship Weekend.

The Executive Assistant/Office Coordinator supports the Executive Director and Executive Leadership, reporting to the Director of Operations, to serve Show Hope in the following key areas:

### Coordinator Responsibilities

- Support Show Hope's mission, vision, core values, and strategic plan, coordinating various tasks pertinent to assigned departments working with the Executive Director, Executive Leadership, and Director of the department.
- Collaborate with department team directed by Director aligned with Executive Director and Leadership teams to promote, coordinate, and implement departmental initiatives.
- Represent department coordinating with other Show Hope departments and staff to support initiatives directly related to the administration or general business of Show Hope.

## Key Functions and Responsibilities

### **Executive Assistant:**

- Support Executive Director in day-to-day operations, including meeting weekly to determine priorities and updates.
- Collaborate with Executive Director to manage calendar to include arranging appointments and providing applicable information to maximize appointment success.
- Support Executive Leadership by attending weekly Executive Leadership, Leadership, and other project meetings (as assigned). Responsibilities include managing agendas, collecting information discussed, and formalizing documentation for distribution.
- Respect confidentiality as a participant in all Executive Leadership and Leadership meetings
- Assist the Executive Director with board meetings and board governance, including maintaining all corporate records.
- Provide travel arrangements for Executive Director and Executive Leadership (as needed).
- Prepare and submit, in a timely manner, expense reports on behalf of the Executive Director.
- Support the Executive Director and Executive Leadership with various administration needs to support day-to-day operations.

### **Office Coordination:**

- Welcome visitors to Show Hope's office and provide informational tours.
- Manage phone system to include answering incoming phone calls, returning voicemails when needed, and providing new staff with voicemail set-up/tree directory set-up.
- Manage and distribute staff phone numbers, extensions, and email lists.
- Manage various emails to include, but not limited to, [contact@showhope.org](mailto:contact@showhope.org), [events@showhope.org](mailto:events@showhope.org), and [store@showhope.org](mailto:store@showhope.org).
- Order and manage office supplies, kitchen supplies, and mailroom supplies.
- Manage supplies and maintenance of copy machines, printers, and other office equipment to include handling maintenance and service requests (as needed).
- Ensure presentation of general office space, to include work room, kitchen, conference room, storage unit(s), and common areas.
- Manage conference room scheduling in collaboration with staff.
- Collaborate with staff for general office mailings on an as-needed basis.
- Oversee and manage merchandise inventory, new item creation, warehouse contact, shipping, customer service, and web store.
- Tracking donated merchandise and report TN Sales Tax and Non-TN Sales Tax associated with merchandise to Finance department.
- Collaborate with Director of Programs and Director of Communications to update store website with necessary Pre+Post Adoption Support resources and information related to annual Hope for the Journey Conference.
- Ensure various forms and key meeting documents are up-to-date and accessible.

### **Event Planning:**

- **Office Events**
  - Manage catering and/or reservations for office meetings, board meetings, and employee gatherings.
  - Recognize staff birthdays.

- Organize events that honor/recognize office staff.
- Provide food, set-up, clean-up for board, grant, and other meetings (as assigned).
- Assist Executive Team with Christmas party including set-up, decorations, catering, and program.
- Oversee Show Hope Christmas tree set-up and decorations.
- **Show Hope Events**
  - Collaborate with Director of Operations and Executive Leadership to manage the following relationships regarding Show Hope's annual fundraiser event (Fellowship Weekend):
    - Venue
    - Catering
    - Decorations
    - Merchandise (Executive Director approval required)
    - Transportation
    - Donor gifts (ordering and fulfillment)
    - Staff and volunteer responsibilities
  - Support Director of Operations, Executive Leadership, and other departments with events (as assigned) including:
    - Provide catering and rental support.
    - Oversee volunteers and assigned duties.
    - Coordinate and oversee childcare set-up (as needed).
    - Responsible for post-event inventory of decorations and office clean-up.

#### Education and Experience Requirements

- Proven experience as an executive assistant or other relevant administrative support experience
- Bachelor degree preferred
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Demonstrate proactive approaches to problem-solving with strong decision-making capability
- Highly resourceful team player with the ability to also be extremely effective independently
- Demonstrate ability to achieve high-performance goals and meet deadlines in a fast-paced environment
- Polished, professional demeanor and excellent interpersonal skills with staff, vendors, and donors/customers
- Willingness to be available occasionally outside of working hours (as needed) to support the Executive Director
- Experience in working in a professional office environment
- Proficiency with Microsoft Office, G-Suite, and virtual meeting applications
- Ability to handle confidential information with discretion
- Excellent written and oral communication skills
- Occasional travel as needed
- Valid State Driver's License and ability to use personal vehicle for occasional business purposes