



## HENDERSON COUNTY HABITAT FOR HUMANITY Hendersonville, North Carolina

### JOB DESCRIPTION

Title: Administrative Services  
FLSA Status: Exempt  
Reports To: Senior Business Manager

Employment Status: Full Time  
Supervises: None

#### Organizational Requirements

- Background check required. Understanding the affiliate history, and the office Policy and Procedures. Maintain confidential information with high ethical standards. Customer service skills and sensitivity for clientele with diverse backgrounds. Work as a team member with staff and volunteers.

#### Job Requirements

- Positive professional image, demonstrating excellence in customer service. Proficient in Microsoft, Excel and advanced computer skills. Attention to detail on all office work.

#### Education and Experience

- BA or comparable 3-5 year work experience
- Proficiency with Microsoft Office Software and accounting software

#### Major Areas of Responsibility

The following is a summary, but is not limited, to the essential functions of this position. Other duties and education may be required and performed not mentioned and specific to these activities.

- Provide administrative support to Staff, Construction, Board of Directors, CEO, Homeowner Services, and our Partner Families.

- Monitoring, answering incoming calls, taking messages; responding with email or written messages referring callers to appropriate staff members, including ReStore. Driving directions and phone number for the Hendersonville office and ReStore to be memorized. Understand ReStore operations i.e. pickup and delivery, items that are accepted at stores, etc. so that caller is not left on hold.
- Giving general information as requested by caller or visitor on how to apply for a home, volunteer, donate, construction opportunities. Refer caller or visitor as appropriate.
- Create excel sheets as requested or as necessary.
- Maintain all literature and printings.
- Greet everyone who comes into office with professional attitude.
- Open and close office at given time.
- Use computer software as necessary.
- Maintain general files and filings for staff, Board of Directors and key associates as needed
- Responsible for mail received and delivered, maintaining outgoing mail.
- Working knowledge of office equipment, maintenance and repair contacts.
- Responsible for maintaining and updating office information i.e. calendars, meetings, etc.
- Prepare office for meetings and guest as relating to cleanliness and order, have coffee and/or water readily available.
- Other duties and tasks assigned.

### **Education and Experience**

BA or comparable 5- year work experience

Proficiency in Microsoft Office including Excel, Word and Outlook, office equipment

**Henderson County Habitat for Humanity is an Equal Opportunity Employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.**

**Henderson County Habitat for Humanity is an at-will employer as allowed by applicable state law.**