

## Position Announcement

### Office Coordinator– Madison (35-40 hours/week, non-exempt position)

**Summary:** Provide administrative and organizational support for DRW in coordination with other administrative staff across multiple offices. Oversee Madison office administrative operations including supervision of clerical staff. Perform a variety of administrative support for the organization including communications; database management, tracking and reporting; administrative process management and improvement; and provide support to variety of projects.

**Location:** Madison office

**Salary Range:** Depending on experience

**Reports to:** Director of Operation and Quality

**Department:** Administration

### Responsibilities:

#### 1) **Oversee Madison Office operations (60%)**

##### *a) Hire, train, and supervise clerical staff. Duties include:*

- Conduct regular supervisory meetings
- Conduct performance evaluations
- Promote professional development
- Manage and delegate assignments or tasks
- Support for initial intake process

##### *b) Manage day to day office support needs including but not limited to:*

- Maintain orderly, efficient, and secure office environment (front office area, supply/copy room, printer areas, break room, conference rooms, public area by elevator, etc.)
- Coordinate acquisition of office equipment and furnishings
- Train staff on and trouble-shoot/problem-solve issues with office equipment or other office related needs.
- Maintain and improve office procedures and requests for clerical support such as incoming/outgoing mail and faxes, large copying requests, agency forms, etc.
- Provide back-up as needed for answering telephone calls and handling walk-in traffic
- Maintain office library
- Assist in coordination staff office changes

##### *c) Take the lead role in working with business contacts regarding:*

- Building Maintenance
- Car maintenance
- Copier
- Office Equipment
- Lead contact for DRW phone/VOIP system.

##### *d) Provide back-up technical assistance to Madison staff regarding software issues when IT support is not available.*

## 2) Provide Organizational Support (30-35%)

### a) *Communications*

- Monitor and post information on DRW website and social media. Ensure timely response to inquiries or postings.
- Proofread and edit external communications upon request.
- Assist with website updates.
- Track and record DRW media mentions.

### b) *Database management and reporting*

- Manage Donor database
  - Modification of donor data fields
  - Maintain updated donor mailing lists.
  - Receive and track donations
  - Generate Thank You letters.
  - Provide reports from the database upon request.
- Generate reports from other databases including Disability Advocacy Database (DAD)
  - Collect and compile data for monthly, quarterly, and annual program reports.
  - Provide technical assistance to staff with DAD
  - Assist in maintaining DAD database.

### c) *Grant Support*

- Coordinate and support submission of grant applications and reports.
- Assist with development and maintenance of grant tracking system to ensure completion of timely reporting and other grant deliverables.

### d) *Publications*

- Coordinate Annual Reporting process
- Coordinate large printing jobs with external vendors.
- Oversee bulk and other mass mailings, e.g., annual reports, training brochures.
- Proofread a variety of DRW produced materials
- Create flyers and other announcements for DRW related events
- Ensure Brochures are updated and DRW offices are supplied

### e) *Provide administrative support for quality improvement projects or ad-hoc projects as needed.*

- Work closely with the Director of Operations and Quality to identify, implement and educate staff on quality improvement projects and policies.

- f) Maintain centralized DRW Office Calendars (Time-off and Events calendars)*
- g) Support HR as needed with coordination for new hire interviews and on-boarding process.*
- h) Maintain and improve systems for filing important documents such as DRW contracts.*
- i) Collaborate with DRW Board Coordinator to ensure materials are prepared and mailed for Board Meetings.*
- j) Support Executive Director and Director of Operations and Quality.*

**3) Coordinate with other DRW Office Administrative Staff (5-10%)**

- a) Assist as needed to ensure adequate phone coverage across offices when regular administrative staff are unavailable (e.g. sick or vacation).*
- b) Work with Office Coordinators to ensure efficiencies, and consistency with office protocols and processes. Make improvements when necessary.*

**Minimum Qualifications:**

- Associate's degree in Office or Business Management or equivalent experience.
- Two to five years' experience in office management and supervision.
- Excellent written and oral communication skills.
- Experience with a wide variety of databases and reporting.
- Knowledge of office equipment and troubleshooting.
- Ability to work independently and multi-task in a fast paced environment.

**Preferred Qualifications:**

- Effective interface with diverse groups, including experience working with persons with disabilities.
- Paralegal experience a plus.
- Second language proficiency a plus.

**APPLICATION:** Submit the following in either Microsoft Word or PDF format, detailing your qualifications and experience as they relate to the minimum and preferred qualifications.

- **1-2 page resume**
- **separate 1-2 page cover letter**
- **affirmative action form** (attached below—can be mailed separately)

Submit by **5pm, Monday, August 7, 2017 for priority consideration.** Position will remain open until filled.

**Mail to:** Disability Rights Wisconsin, 131 West Wilson St., Suite 700 Madison, WI 53703 or

**Email:** [hr@drwi.org](mailto:hr@drwi.org)

# VOLUNTARY AFFIRMATIVE ACTION FORM

Disability Rights Wisconsin (DRW) has adopted an Affirmative Action policy to ensure equal employment opportunities (copy attached). DRW is committed to having a diverse staff including persons of various races, cultural and ethnic heritages, genders, abilities, sexual orientations, ages, and religious traditions for staff and volunteer positions within our agency.

We are required to report data to the state of Wisconsin regarding the number of DRW employees who have disabilities and/or are of racial/ethnic minority background. This data will be kept confidential and will be used solely in connection with our Affirmative Action efforts. **Completion of this information is optional and will in no way affect your employment at DRW.**

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## ***Section 1: General Information – Please Complete***

<b>Applicant Name:</b>		<b>Date:</b>
<b>Address:</b>		<b>Date of Birth:</b>
<b>Position: Madison Office Coordinator</b>		

## ***Section 2: Applicant Affirmative Action Data – Please Complete***

**A. Gender you identify with**

<input type="checkbox"/> <b>Male</b> <input type="checkbox"/> <b>Female</b> <input type="checkbox"/> <b>Other</b>

**B. Race or Ethnic Identity:** *Please check all of the following which apply to you*

Ethnicity	Definition of Category
<b>Hispanic or Latino</b>	A person of Cuban, Mexican, Chicano, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

Race	Definition of Category
<b>White</b>	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
<b>African American/ Black</b>	A person having origins in any of the black racial groups of Africa.
<b>Native Hawaiian or Pacific Islander</b>	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
<b>Asian</b>	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

<b>American Indian or Native Alaskan</b>	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
<b>Two or more races</b>	A person who primarily identifies with two or more of the above race/ethnicity categories.
<b>I do not wish to identify</b>	

**C. Veterans and Disability Status**

<b>Status</b>	<b>Definition of Category</b>
<b>Protected Veteran</b>	A person who served on active duty in the U.S. military, ground, naval or air service during a war or in a campaign or expedition for which a campaign badge has been authorized, under the laws administered by the Department of Defense.
<b>Person with Disability*</b>	A person has a disability if he or she has a physical or mental impairment which substantially limits major life activities such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself; has a record of such an impairment; or is regarded as having such an impairment.

How did you hear about this position?

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Applicant signature

\_\_\_\_\_  
Date