Administrative and Development Assistant

Are you passionate about working for a good cause and saving lives? Has secondhand smoke ever affected you or a family member? You may not remember smoking on airplanes, but our work helped bring national attention to the issue. Secondhand smoke is deadly, and our work to educate the public about the harms it has led to much of the air being cleared in this country. Sadly, gaps remain, and nearly 40% of people are still exposed to secondhand smoke.

Join our team and make a difference! Americans for Nonsmokers’ Rights (ANR) and American Nonsmoker’s Rights Foundation (ANRF) have been fighting for smokefree air for everyone for 45 years. Read all about us at no-smoke.org and nonsmokersrights.org.

This is a part-time (30 hours/weekly) administrative and customer service support position reporting to the Communications-Donor Relations (CDR) Specialist and assisting the Office-Gifts Manager. You’ll primarily be an outward facing representative, answering inquiries and engaging with people who are facing exposure to secondhand smoke and need help. While we are still working remotely because of the pandemic answering phones is not possible, but checking voicemail and email and replying to those contacting us in a timely manner is a staple of this position. Other duties will be in assisting with social media, development (fundraising) CRM database tasks, and other office administrative tasks as directed by leadership.

DEVELOPMENT

- Assist CDR Specialist with ad hoc tasks such as pulling reports from CRM.
- Data entry: make additions and updates to CRM.
- Prepare donor acknowledgments or other documents as requested by Gifts Manager.

CONTACT US COMMUNICATIONS

- (Daily) Check main voice mail daily and respond, or direct calls to appropriate staff person.
- (Daily) Timely and warm customer service for inquiries on our contact forms.
- Identifying opportunities for engagement by replying to inquiries and messages on social media and monitoring threads and alerting leadership so we may reply rapidly and positively.

DIGITAL STRATEGY ASSISTANCE

- Under supervision of CDR Specialist draft content, editing existing content, and assist with content strategy planning.
- Maintain and execute robust social media calendar. While not responsible for building creatives, this position works with the CDR Specialist, other staff and partners to manage, and produce regular, topical, and timely content for ANR/ANRF all social media channels.
- Analysis and brainstorming to enhance and expand social media presence and outreach to various stakeholders to increase our reach and audience.
- Assist CDR Specialist with overall digital content and Development calendar.

GENERAL ADMINISTRATIVE SUPPORT (some of these duties only will apply once in office work begins again)

- Inventory supplies.
- Maintain office machines (replenish toner, paper, contact service when needed, etc.).
- Light office maintenance
  - Daily: clear conference room table, empty trash/recycling, wash coffee pot
  - Occasional: empty shredding
- Mail and Shipping
  - Handle incoming/outgoing USPS and FedEx letters and packages
  - Pack, ship, and track requests for merchandise and publications/orders
  - Assist with office mailings: Action Alerts, special mailings, etc.
  - Bring posted mail to mail box each day by 12 p.m
  - Pitney Bowes: help with occasional updates, ink cartridge replacement, adding postage
- Providing communications, editing, and administrative support to other departments, as needed.
- Other duties as assigned by ANR/F leadership.
Required Qualifications, Skills, and Experience

The successful candidate will have:

- A commitment to public health equity and reducing disparities. Particularly this candidate would benefit from understanding what Tobacco Control programs are and why they exist.
- Outstanding written and oral communication skills. Comfortable communicating with the public over the phone or email.
- Experience in high touch customer service and people-focused problem solving.
- Experience in writing, editing, and document or presentation preparation.
- Fluency and experience in standard Microsoft office tools: Word, Excel, PowerPoint.
- Helpful if familiar with design software (Adobe CS), familiarity with WordPress or similar, social media management/monitoring tools.
- A high level of motivation, creativity, and proactivity. Comfortable with troubleshooting office machines, printers, etc. Willingness to learn.
- Understanding of donor management and experience with non-profit fundraising goals or marketing a plus.

REMOTE WORK REQUIREMENTS

- Laptop with reliable internet connection and ability to attend ZOOM meetings.
- Other equipment owned by ANRF may be assigned as deemed necessary.
- Ability to work independently with multiple projects and competing deadlines.

In-Office Physical Demands / Environment

- Work area is shared space, so sometimes distracting on occasion.
- Ability to lift boxes of printed materials weighing approx. 20lbs occasionally necessary.

Compensation and Benefits

Salary will be offered in the range of $33,750 - $39,000, prorated based on an anticipated 75% work schedule and a full-time equivalency of $45,000 - $52,000.

Excellent benefits provided including short-term and long-term disability, life insurance, health insurance, retirement benefits, generous vacation, and sick and holiday leave. ANRF is an equal opportunity employer that values and is enriched by diversity.

This is a remote position during the COVID-19 pandemic, with the expectation that the ideal candidate will begin working in our Berkeley, California office as soon as our office re-opens, potentially in mid to late 2021.

TO APPLY

Send resume, and a cover letter via email to: JobsDevComm [at] no-smoke.org with subject: Administrative & Development Assistant. Note that applications without a cover letter will not be considered. Please be aware that since the position requires excellent attention to detail, letters and resumes with typos or grammatical errors will not be considered.

We are an equal opportunity employer and committed to building a diverse staff that represents the populations and communities we serve. People of all ages, ancestry, race, disability, gender, gender identity, religion, and sexual orientation are encouraged to apply. No calls please.