

Frontier Housing, Inc.

Job Description



JOB TITLE: Administrative Coordinator	STATUS: Full Time/Hourly
CURRENT EMPLOYEE:	DEPARTMENT: Finance and Administration
SUPERVISOR: President & CEO	FSLA: Non-exempt

Position Summary

Frontier Housing is the leader for affordable housing solutions in Appalachian communities in the heart of the Ohio River Valley. Since 1974, Frontier has improved the quality of life for individuals and families, helping them achieve long-term stability, financial independence, and generational wealth. Frontier offers a supportive, fast-paced environment, where we work together to build better communities. The Administrative Coordinator will be responsible for managing day-to-day administrative operations, coordinating office activities, supporting staff to ensure organizational efficiency, and serving as a liaison with the Frontier Board of Directors in close coordination with the President & CEO.

Specific Duties & Responsibilities

- Greet and assist customers and public that enter the office
- Answer and direct phone calls and manage the info@frontierky.org email account
- Maintain clear understanding of all staff roles and responsibilities to ensure smooth workflow and support operational efficiency
- Assist other staff as needed with President & CEO approval
- Manage the ordering of supplies for the office
- Sort and distribute mail
- Serve as an administrator for office systems such as phones and the security system to provide cover for the primary staff charged with these duties
- Ensure entryways of the office remain clean and orderly
- Work with Frontier Board of Directors and committee members, and the Frontier staff charged with staffing committees to schedule and manage meeting times, ensure timely distribution of meeting information, and follow-up correspondence
- Manage the corporate calendar scheduling meetings and events, making travel arrangements, and other planning needs
- Serve as Assistant Secretary of the Board attending all board and committee meetings, recording and transcribing minutes, and keeping notes of tasks that staff need to complete for the Board
- Handle confidential information with tact and discretion
- Prepare, maintain, and circulate various reports
- Maintain accurate and organized electronic files
- Maintain customer confidentiality, follow all procedures for protecting client data including the storage and sharing of customer files
- Track, process, maintain and safely store recorded legal documents
- Respond to all customer and internal inquiries within 24 hours, ensuring professional and courteous service throughout the process
- Perform other related work as required

Experience & Qualifications

- Skilled in customer service practices
- Capacity to manage multiple projects concurrently
- Exceptionally organized and detailed
- Must be eligible to work in the United States
- Must work well in a team, as well as being able to work independently
- Skilled in Microsoft Excel, Outlook, and Word
- Ability to read, write, and speak in Spanish is preferred
- Ability to work effectively with individuals from diverse backgrounds and socioeconomic circumstances
- Knowledge of, and an affinity for, Frontier's mission, and for energy-efficient construction practices and methods

In addition, the successful candidate must be willing to travel within Frontier's service area and to some infrequent conferences.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be provided to enable individuals with disabilities to perform the functions.

- Ability to remain in a stationary (sitting or standing) position for extended periods
- Frequent use of hands and fingers for typing, writing, and handling office equipment
- Movement within office to access files, equipment, attend meetings, etc.
- Ability to read documents, view computer screens, and perform detailed work
- Ability to receive written and oral communication
- Ability to lift and carry items up to 20lbs occasionally

Compensation Package

Competitive salary and benefits package, including a cell phone allowance, based on experience.

Location

Frontier Housing office in Morehead, Kentucky

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

Signature

Date