

**Lancaster Mennonite Historical Society
JOB DESCRIPTION**

TITLE: Office Lead

FTE: 0.80 (Tuesday through Friday)

CLASSIFICATION: Non-exempt

REPORTS TO: Executive Director

SUMMARY: Lead administrative systems and customer service that meets the needs of our donors, members, volunteers, and team members. Supervise customer care at 2215 Millstream Road location.

ORGANIZATIONAL EXPECTATIONS:

1.	Supports the mission, vision, and core values of the Lancaster Mennonite Historical Society.
2.	Respects the dignity, honor, and diversity of all persons.
3.	Values being part of a team and collaborating
4.	Embraces an openness to change
5.	Thinks strategically and attends to details
6.	Enjoys interacting with people as a major aspect of work
7.	Communicates proactively and in a manner that fosters respect for one another

REQUIRED QUALIFICATIONS:

1.	High school degree or GED equivalent
2.	Effective project management and organization skills, attentive to detail while seeing the big picture
3.	Excellent written and verbal communications skills
4.	Proven skills in Microsoft Office suite, google suite, and cloud-based web technology; enthusiastic about technology
5.	Proven ability to consistently create positive customer experiences
6.	Experience supervising others
7.	Upbeat, “can do” personality: eager to engage with customers, members, staff, and general public
8.	Successfully pass all required child abuse clearances and background checks
9.	Physical requirements: capable of seeing, walking, standing, and moderate lifting (25 lbs)

PREFERRED QUALIFICATIONS:

1.	Familiarity with Lancaster area Mennonites
2.	Basic understanding of accounting principles and procedures
3.	Experience with donor management

ESSENTIAL DUTIES/RESPONSIBILITIES:	
OFFICE MANAGEMENT & CUSTOMER CARE:	
1.	Maintain in Donor Perfect Online and provide regular reporting on memberships, donors, contacts, mailings, and various kinds of lists serving both campuses.
2.	Manage membership and donor correspondence, including gift acknowledgements, for both campuses.
3.	Schedule front desk coverage at 2215 Millstream Road, assisting at front desk as needed.
4.	Provide direct customer service, answering customer inquiries and pointing them to resources.
5.	Supervise the Customer Care role.
6.	Conduct central purchasing for supplies used across campuses.
7.	Ensure mail gets processed on a timely basis and properly routed
8.	Review and approve invoices and credit card receipts in Quickbooks accounting software
VOLUNTEER COORDINATION:	
1.	Maintain centralized information about all the organization's volunteers
2.	Develop systems to support a more professional volunteer program
3.	Plan and carry out an annual volunteer appreciation event
4.	Vet and match interested volunteers with tasks and/or team members
DIRECT MAILING SUPERVISION:	
1.	Coordinate and carry out mailings, using volunteer assistance, to members, donors, prospects, and other stakeholders.
GENERAL:	
1.	Serve on staff committees as requested
2.	Other duties as assigned

Pay Rate: \$18/hour
Full-time Benefits

May 2021