JOB DESCRIPTION

Position Title	Department	Reports to
Administrative and Advancement Specialist	Admin	Director of Finance & Admin
Employment Status	FLSA Status	Effective Date
Part time 25-30 hours a week	Non Exempt	November 2026

POSITION SUMMARY

The Administrative Specialist position works toward our mission to end poverty and homelessness by providing crucial administrative and advancement support to the Good Samaritan staff. The ideal candidate will be detail oriented, collaborative, a strategic thinker, and committed to creating strong processes. She or he will be able to balance multiple tasks, manage deadlines and problem solve. This role will be an integral part of the backbone of Good Sam, supporting both the Admin and Advancement teams.

Schedule: We are looking for someone for 5-6 hour days Monday-Friday, in person at our Holland location.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

ADMINISTRATION AND OFFICE MANAGEMENT

- Serves as the primary point of contact for office operations, coordinating with vendors and service providers regarding IT, phones, facility maintenance, and custodial services.
- Provides initial troubleshooting for staff technology issues and coordinates escalation to external IT as needed.
- Provides administrative support to leadership staff, including maintaining files, scheduling meetings, managing calendar invitations, and updating contact records.
- Helps to maintain and organize shared electronic file systems; assists staff with document storage and file management best practices.
- Coordinates and supports staff meetings, events, and organizational activities as assigned.
- Receives, process and deposits all money that comes into Good Sam. Updates correct log tracking payments/donations
- Monitors and responds to inquiries received through the organization's general email accounts, routing requests as appropriate.
- Assists with onboarding activities for new employees, including technology setup, equipment procurement, phone extension assignment, and business card ordering. Helps orientate new staff on IT usage
- Proactively maintains office supply inventories for the Holland and Grand Haven locations
- Provides backup front desk coverage as required

ADVANCEMENT

- Serves as the primary administrator for the donor database (CRM), ensuring accurate donor records, gift tracking, data integrity, and reporting.
- Processes and records charitable contributions in the CRM.
- Generates donor, campaign, event, and fundraising reports from the donor database to support organizational decision-making and advancement activities.
- Prepares and distributes donor acknowledgments, tax receipts, and thank-you communications within established timelines.
- Reconciles donor database records with accounting records on a monthly basis and resolves discrepancies in collaboration with Finance staff.
- Provides logistical and administrative support for fundraising, donor engagement, and community events, including vendor coordination, supply procurement, event setup, and event teardown. Participates in event planning to help create and execute the events.
- Provides on-site support for organizational events, including the Annual Dinner, Annual Fall Event, and other fundraising or community engagement events.
- Assists the Executive Director and Advancement Director with advancement projects, donor communications, and administrative tasks as assigned.
- Coordinates direct mail appeal logistics, including vendor coordination, printing, mailing preparation, and in-house assembly projects.
- Supports execution of social media posting and related communications activities in coordination with the Advancement Director.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- A love for organization and detail. Process orientated.
- Interested in using emerging technology for the workplace. Comfortable with both learning new tech and helping others learn and use new technology
- Ability to interact with people of a diverse background
- Ability to work independently to prioritize and manage multiple projects at a given time
- Ability to work cooperatively with others in a team setting
- Ability to connect with the public in a professional and tactful manner
- Ability to handle sensitive information confidentially
- Ability to communicate clearly and concisely (written and verbal)
- Proficient in Microsoft Office Suite applications
- Connection to Good Samaritan's mission, vision, and values

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience in a non-profit organization
- Experience working with Canva or other basic graphic design
- At least 2 years of related office experience

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The Administrative Specialist works in a professional office environment. While performing the duties of this job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc., and must be able to remain in a stationary position 80% of the time, and occasionally lift and move 25lb boxes unassisted. Employee will also constantly operate office machinery such as telephones, computers, copy machines, and calculators, and will frequently learn new information and communicate accurate details in person and over the phone.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in 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. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Good Samaritan Ministries is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.