

**National Alliance on Mental Illness – Metropolitan Baltimore
Administrative Assistant (Part-Time)**

POSITION SUMMARY:

Established in 1983, NAMI Metropolitan Baltimore is a grassroots organization with the mission to improve the lives of individuals living with mental illness and their families through education, support, and advocacy. We offer focused and effective education and support programs tailored for varied audiences including individuals with mental illnesses, family members and caregivers of those with mental illnesses, direct service providers, and the general public.

Reporting to the Deputy Director, the Administrative Assistant is responsible for managing the day-to-day office functions of the organization. This includes staffing the front desk of the office (personally or with volunteers), answering phones, and greeting guests with hospitality and warmth. He/she will be responsible for providing support to the Executive Director, Board of Directors and other staff (as time permits). Accurate data entry and reporting are major roles of the Administrative Assistant. He/she is the point of contact regarding issues with building maintenance, and is the purchasing agent for the office. This is a part-time position with a minimum of 20 hours/week extending up to 30 hours during heavy periods of time.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Answer the phone politely and direct calls to the appropriate staff person.
- Staff or ensuring staffing of the Help Line, make referrals to other staff or outside resources as appropriate.
- Maintaining updated community resource referral information.
- Draft, prepare, and process correspondence including donor stewardship outreach.
- Procure and distribute incoming mail; prepare and post outgoing mail.
- Process checks, cash, and/or online donations in database following financial policies and procedures.
- Order and procure office supplies and equipment as needed; make price comparatives as requested and manage the office technology.
- Accurately input and report on data to NAMI Metro's membership and volunteer database.
- Engage and retain members on a year-round basis through calls, emails, and written communication.
- Provide direct support to the Executive Director as needed, and to the Board of Directors as requested.
- Maintain the office usage calendar and ensure that the office is clean and uncluttered at all times.

- Providing marketing support to Deputy Director including day-to-day social media management, website management, Google Ads management, and E-newsletters.

KNOWLEDGE, SKILLS, ABILITIES:

- Calm, pleasant demeanor and polished telephone manner
- Proficiency in Word, Excel, Outlook and Google
- Working knowledge of Sales Force or a similar database program
- Data entry accuracy
- Purchasing experience
- Able to maintain confidentiality
- Ability to work independently in a small office
- Ability to multi-task
- Self-starter with strong organizational skills

QUALIFICATIONS:

- Bachelor's Degree preferred
- Similar experience preferred

WORK CONDITIONS/ADDITIONAL RESPONSIBILITIES:

- Primarily, work is performed in an office environment.
- Work outside of normal working hours may be required from time to time.
- Ability to work at a computer for extended periods of time.
- Ability to lift 20 pounds or more.
- Personal transportation required.