



Job Title: Administrative Assistant & Volunteer Coordinator

Position Type: Full-Time

Reports To: Executive Director

Location: Rapid City, SD

Position Summary: The Administrative Assistant & Volunteer Coordinator is a dual-role position that supports the organization's daily administrative functions while managing and coordinating the volunteer program. This position requires excellent organizational skills, a passion for community engagement, and the ability to balance multiple responsibilities in a dynamic environment.

Key Responsibilities:

Administrative Duties (60%):

- Receive and process contributions adhering to financial policies and procedures supporting Database Analyst and Financial Director.
- Monitor the organization's social media content across multiple platforms, ensuring consistent messaging and audience engagement.
- Prepare and send various mailings including thank you cards and invoices.
- Assist with the Dolly Parton Imagination Library program, by processing registrations, providing monthly reports and handling participant inquiries.
- Perform general administrative support, including managing correspondence, scheduling meetings, and maintaining board and cabinet member information.
- Support event planning, including logistics coordination, registration management, and material preparation

Program Volunteer Coordination (40%):

- Develop and implement strategies to recruit and retain volunteers to meet community needs.
 - Maintain an up-to-date volunteer database and track volunteer hours and engagement.
 - Serve as the primary point of contact for volunteers, addressing inquiries and resolving issues promptly.
 - Plan and execute volunteer appreciation events and initiatives.
 - Monitor and evaluate the effectiveness of the volunteer program and recommend improvements as needed.
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Qualifications:

- High school diploma or equivalent; an associate or bachelor's degree in a related field is preferred.
 - 2+ years of experience in administrative support, volunteer coordination, or a related field.
 - Here's a more entry-level version of that qualification:
 - Basic understanding of social media best practices, with some experience or coursework in content creation, platform management, and using analytics to track engagement.
 - Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Publisher) and experience with customer relationship management software or volunteer management software is a plus.
 - Strong organizational and time-management skills with exceptional attention to detail.
 - Excellent interpersonal and communication skills, both written and verbal.
 - Ability to work independently and collaboratively in a hybrid work environment.
 - Familiarity with non-profit organizations and a passion for community service is highly desirable.
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Physical Requirements:

- Ability to sit for extended periods and perform computer-based tasks.
 - Occasionally lift and carry materials weighing up to 25 pounds.
 - Willingness to travel locally as needed to support events and volunteer activities.
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Work Schedule: This position requires flexibility, with occasional evening and weekend hours to support volunteer events and organizational needs.

Compensation and Benefits:

- Salary: \$17-\$20 per hour depending on experience and qualifications.
 - Benefits: Health Insurance, Group Life/Disability, Retirement after one year, Paid Sick, Vacation and Holidays
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Application Process: To apply, please submit your resume, a cover letter detailing your qualifications and interest in the position, and three professional references to john@unitedwayblackhills.org by February 28, 2025.

Equal Opportunity Employer Statement: United Way of the Black Hills does not discriminate against any applicant for employment, or any employee because of age, color, sex, disability, national origin, race, religion, or veteran status.