



Position: Business Support Manager, 1.0 FTE, Non-Exempt

Reports to: Director of Communications

Summary: The Business Support Manager provides comprehensive administrative support to the Leadership Team, particularly the Executive Director, and ensures excellent customer service and efficient organizational operations.

Responsibilities:

Internal Customer Service and Administrative Services: (85%)

- Provide executive support to the Leadership Team, particularly the Executive Director, including scheduling meetings for the Executive Director, correspondence, and meeting preparation
- Assist the Leadership Team in project management by coordinating multiple departments' priorities and objectives
- Ensure digital files and information needs are coordinated, including the retention, access, and destruction of digital and paper records
- Assist coworkers and volunteers in accessing the help they need and/or in resolving software, IT, admin, building, or vehicle concerns
- Manage IT needs through contracts and direct work; provide training and support to staff for effective use of IT tools
- Track, maintain, and license organizational assets, including keys, hardware, software, phones, alarm codes, buildings, and vehicles
- Manage support and coordinate service for facilities and fleet needs
- Support the Board of Directors and board committees with meeting logistics and electronic document preparation and filing
- Create and maintain an up-to-date manual of procedures covering administrative responsibilities
- Track statistical information and complete required affiliate reports in a timely manner
- Coordinate and lead employee onboarding tasks (equipment, space, IT needs) and new volunteer "welcome walkthroughs"
- Work with the Director of Communications and service vendors to produce print and digital communications such as newsletters, appeal letters, social media posts, and website updates
- Work with the Manager of Volunteer Engagement to coordinate volunteer workflow and address volunteer administrative needs
- Serve as backup to the Administrative Assistant
- Serve on the Safety Committee

External Customer Service (15%)

- Assist callers, visitors, and other external stakeholders in accessing the help they need and/or in resolving concerns
- Engage volunteers in administrative and customer service functions
- Provide administrative support for (non-homeowner services) event planning; lead the planning team, engage other team members (staff and volunteers), assign responsibilities
- Other responsibilities as assigned

Position Requirements:

- A highly organized, people-oriented professional with at least three years' experience providing customer service and/or administrative support to a cross-functional team.
- Ability to coordinate a large span of responsibilities through prioritization and strong project management skills.
- Demonstrated ability to work and communicate professionally and respectfully with diverse coworkers and members of the public.
- Diplomacy and skills to assist people in resolving their concerns and complaints.
- Possess excellent judgment, discretion, and the ability to maintain confidentiality.
- Proficiency with MS Office products, familiarity with at least one database, and a willingness to work in multiple databases.

Additional Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Must have the ability to input data, read computer screens and printed material, communicate effectively in-person, via phone, videoconferencing and e-mail, and operate office equipment.
- Ability to climb stairs to access second floor office, sit at a desk for long periods, type on a keyboard, operate office machines, see, hear, and use standard communications equipment including telephone.
- This position is located in the Habitat administrative office at 2001 W. Sims Way. It is expected that the Business Support Coordinator will work in the office, Monday through Friday, unless other arrangements are made with the Director of Communications.
- Excellent ability to speak, write, read, and understand English.
- Interest in being part of the important work of Habitat for Humanity is a plus.

Salary and benefits:

Starting salary range \$24.35 - \$26.09, depending on experience and qualifications. Full salary range is \$24.35 - \$31.31. Benefits include paid medical, vision and dental insurance for the employee, 401K match, ten fixed and two personal holidays (based on start date), ten days of accrued sick time and three weeks of vacation accrued annually.

To Apply:

Send resume and letter to Director of Communications, Habitat for Humanity of East Jefferson County, c/o jobs@habitatejc.org. Any offer of employment is contingent on successful completion of background check. Applications received by April 4th will be given full consideration.

Equal Employment Opportunity:

HFHEJC is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, gender, color, age, religion, honorably discharged veteran or military status, marital or familial status, gender identity, sexual orientation, political ideology, creed, heritage, ancestry, national origin, the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability, or any other status or characteristic protected by law.

Mission:

Habitat for Humanity of East Jefferson County brings people together to build homes, communities and hope.

03/17/2025