



ADMINISTRATIVE ASSISTANT

OPPORTUNITY

[Shoes That Fit](#), an award-winning and highly respected national nonprofit dedicated to providing brand new athletic shoes to children in need, is seeking a detailed-oriented administrative professional with strong customer service and problem-solving skills to join our team as an Administrative Assistant.

JOB SUMMARY

The Administrative Assistant serves as the entry point of contact for Shoes That Fit with donors, school liaisons, and the public; processes donations; coordinates requests for shoes from local schools/organizations; and provides general administrative, finance and human resources support for the organization. The position is located at our office in Claremont, CA.

TYPICAL DUTIES AND RESPONSIBILITIES

- 1. Customer Service and Donation Processing**
 - Serves as the initial point of contact with donors, school liaisons, and the public through telephone, email and walk-in visitors; provides friendly, accurate information as needed.
 - Receives and processes mail; manages STF postage account and prints postage.
 - Receives and processes financial and gift-in-kind donations received via the website, direct deposit, check, warehouse delivery and other methods in an accurate and timely manner.
 - Records donations in CRM (Salesforce and related software) and prepares and provides written acknowledgement to donors; sends cards for donations submitted in honor of others.
 - Researches and resolves issues related to donations, such as rejected credit card processing or missing information.
 - Receive online forms from the Shoes That Fit website for requests for shoes and/or other requests; determines appropriate action based upon request; and prepare a response and/or refer to other staff members for response.
 - May act as a liaison for offsite chapters; may maintain records of donations to and receipts from offsite chapters.

2. **Shoes Requests from Local Schools/Organizations**

- Receives and processes requests for shoes from local schools and other approved organizations; forwards requests to warehouse staff for filling; and informs school when order is ready for pick-up or shipping.
- Prepares invoices for shipping cost; and ensures such invoices are paid by schools receiving the order.
- May assist with picking and packing shoe orders and/or other light warehouse duties.
- Provides logistical support and coordination for annual fall backpack campaign.
- Maintains files of thank you letters from children and schools.

3. **General Administrative, Finance and Human Resources Support**

- Prepares and maintains paper and electronic office files; coordinates document destruction at end of storage periods in coordination with Director of Administration.
- Maintains office supplies and equipment; purchase office supplies as needed.
- Reviews and processes timesheets and expense reimbursements to prepare for semi-monthly payroll processing.
- May review bills for processing; identify applicable accounting code; and upload into appropriate file for payment by others.
- May receive requests from staff for certificates of insurance coverage for events; and complete and submit applications to insurance companies.
- May assist with the completion of annual charitable registrations for other states.
- May prepare documentation for annual financial audit as requested.
- May perform human resources-related projects, such as collecting and organizing forms and policies; coordinating mandated training; and scheduling hiring interviews.
- Completes other projects and duties as assigned.

QUALIFICATIONS

- Two years of experience providing administrative support in areas such as processing donations, coordinating sales orders, accounts payable, and/or other general office administration.
- Some college education is desirable.
- Experience in a nonprofit organization is desirable.
- Reliable, hard worker with a positive outlook and excellent attention to detail.
- Experience with Salesforce or other Customer Relationship Management (CRM) programs is highly desirable.
- Experience with online donation or payment platforms (such as Benevity, YourCause, GiveSmart, Click N Pledge) is highly desirable.
- Ability to represent the organization in a professional and businesslike manner.

- Able to be a team player and comfortable working in a variety of capacities across the organization in support of the mission.
- Able to communicate verbally and in writing.
- Proficient in email, word processing and spreadsheets, either Microsoft Office Suite (Outlook, Word, Excel) or Google (Gmail, Docs, Sheets).
- Constantly operates a computer and other office machinery; must be able to remain in a stationary position for 50% of the time.
- Ability to work in the warehouse pulling shoes and stocking shoes is desirable.
- A sense of humor and love of children required!

HOW TO APPLY

Submit a cover letter indicating your interest in and qualifications for the position, along with your resume, through [Indeed.com](https://www.indeed.com) OR via email to Linda Matthews, Director of Administration, Shoes That Fit, at jobs@shoesthatfit.org.

SALARY AND BENEFITS:

Job Type: Full-time, non-exempt

Salary Range: \$22 – \$23 per hour commensurate with experience

Competitive health, vision and dental; generous 403(b) retirement contribution plan with company match after one year; Employee Assistance Program; holidays, vacation and sick time.

Shoes That Fit provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.