



Administrative Assistant Position Description

Share Pregnancy & Infant Support Loss, Inc. (Share) is a non-profit organization that serves those whose lives are touched by the tragic death of a baby through pregnancy loss, stillbirth or in the first few months of life. The loss of a baby is one of life's most painful struggles and Share provides caring support for bereaved families and guides them to a place of healing. All programs and services are offered to bereaved parents free of charge.

National Share is headquartered in St. Charles, Missouri and has nearly 80 chapters in 27 states. Share serves over 20,000 individuals annually throughout the world and provides assistance through hospital visits, phone support, grief-counseling services, support groups, resource materials, memorial events, education and advocacy.

All employees of Share must be committed to fulfilling the agency's mission as well as represent Share in a professional manner in the office, at Share events and in the general public.

Position Description:

The National Share Office Administrative Assistant will function as the "first voice" and "first face" for families and others who are callers and visitors of the National Share Office. Due to the emotional nature of the organization, the Administrative Assistant must be comfortable with grieving families who may walk into the office. This role will have direct responsibility for in-office volunteer oversight, coordination and tracking, and for online store order processing. The Executive Director provides direct oversight and management of this position. This position will assist the Executive Director and all Share Staff with daily activities, requiring a flexible and organized work style. Additional activities include: program and event logistics assistance.

Responsibilities:

General Administrative Duties

- Covers the office during designated business hours, answering the telephone, resolve issues and direct calls as needed
- Function as greeter to visitors, families and business associates entering the National Share Office. Serves to assess needs and determine appropriate action/referral
- Assists and executes various task such as printing labels, mail merges, manage incoming and outgoing mail
- Prepare and deliver bank deposits, weekly and as needed. Must display integrity with financial matters
- Checks hospital mailbox and disperses appropriately
- Inventories, orders and maintains office supplies in coordination with other staff
- Attend Monday staff updates, staff meetings and take minutes
- Maintain a clean and welcoming main floor office environment
- Must be available to attend the annual Angel Ball, Share Walk for Remembrance and Hope, and additional Share events as needed

Share Chapters, Programs, and Development

- Serves as primary assistant to Executive Director: assisting with various tasks as needed
- General administrative functions related to support programs, events and tasks as directed by Share Staff as needed.
- Assist with implementing logistics for special events
- Register constituents for Share events and training
- Develops an understanding of the Share database, enters, tracks, and retrieves information as needed in accordance with task performance and directed by other staff members.
- Works with the Bereavement Care Manager to ensure the proper materials are being utilized and mailed for First Response packets
- Prepare reports, type letters, envelopes, labels, brochures and other items needed for general Share functioning

Online Store

- Primarily responsible for preparing orders, packaging and shipping
- Deliver items to Post Office; must be willing to lift at least 15lbs
- Maintain and update current resource catalog via office database
- Processes catalog orders:
 - Enters info into database.
 - Responsible for inventory adjustments
 - Communicates payment information to accounting manager
 - Package and ship merchandise
- Maintains the stock of Share brochures and books at the Share office
- Codes incoming checks/payments according to chart of accounts

Volunteer Coordination

- Maintain database of volunteer information and availability
- Onsite supervision of volunteer activity as indicated by task assigned in office
- Assure volunteers are signing in and maintain records of volunteer hours worked
- Recruit volunteers for office and events
- Assist with volunteer management and engagement for special events
- Record volunteer data and report at quarterly Process Improvement meetings

Qualifications:

- At least two years of experience in office/clerical administration
- Non-profit experience desired
- Computer and database management skills.
- Proficient in Windows 10 and Microsoft Office
- Excellent writing and communication skills
- Responsible, pleasant, welcoming demeanor, friendly, dependable, and organized