



## OFFICE SUPPORT COORDINATOR

**Core Competencies for Saint Louis Effort for AIDS:** We invest in hiring and retaining people with core competencies that support a culture of excellence and continuous improvement. Applying a strengths-based leadership model, we have identified a number of characteristics that relate to personal and professional success. While each position requires unique skills, attributes and attitudes, it is our goal to seek out individuals with the following personal and interpersonal skills that enrich and align with our underlying values.

- Consistently create a positive and/or constructive tone in verbal and written communications; facilitate the flow of information in a timely and respectful manner
- Are skilled at relating to others; are approachable and able to put others at ease
- Genuinely care about people; demonstrates empathy
- Are respectful of differences and able to manage diverse relationships
- Are focused on our clients and stakeholders
- Act with honor and character; adhere to EFA's core values; build integrity and trust in themselves and others
- Are open, receptive and learn from mistakes
- Demonstrate professional composure and can handle stress effectively
- Are flexible; are personally committed to and actively work to continuously improve themselves, in part by knowing their personal strengths, weaknesses, opportunities and limits
- Are able to maintain a conscious balance between work and personal life; can attend to both.

### **OFFICE SUPPORT COORDINATOR**

This position is responsible for making our organization function smoothly. This includes, but is not limited to: coordinating front desk/receptionist duties, inputting donor data, ordering supplies, coordinating building maintenance, managing the off-site agency storage unit, maintaining inventory lists for all keys, equipment, file cabinets and software, and managing the addition or removal of staff to the phone system, network or any other system. The Office Support Coordinator will also assist the off-site helpdesk personnel by implementing any maintenance or upgrades to agency software, equipment, website or system.

### **Skill-Based Competencies (using skills and knowledge to achieve results)**

- Has the functional and technical knowledge and skills to do the job at a high level of accomplishment; learns new technical skills quickly
- Friendly, customer service oriented.
- Uses rigorous logic and methods to solve difficult problems with effective solutions; can see hidden problems; doesn't stop at the first answers
- Can appropriately prioritize his/her time, zeroing in on critical issues; accurately scopes out length and difficulty of tasks and projects; sets objective and goals
- Provides timely information; provides information people need to know to do their jobs effectively
- Builds appropriate rapport with staff and vendors; can find common ground and work collaboratively as needed to achieve results



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- Has perseverance to finish and succeed, even in the face of resistance or setbacks
- Responds and relates well to supervision and is comfortably coachable
- Is easy to approach and talk to; a good listener, building rapport to get the information necessary to make an informed response
- Is dedicated to meeting the expectations and requirements of internal staff, external vendors, and (most importantly) our clients.

### **Functional/Technical Competencies**

- Has excellent computer skills with knowledge of Office Suite, Office 365, and the ability to manage internal phone system. Experience with DonorPerfect software preferred.
- Ability write clearly and succinctly in a variety of communication settings and styles
- Ability to interact successfully with diverse staff and clientele.

### **Position Requirements/Preferences**

- BA required with a minimum of three years' experience in data entry and customer service
- Perform other duties as assigned or required

**Supervision:** This position reports to the Manager of Operations & Administration.

### **APPLICATION INFORMATION:**

Please electronically submit cover letter and resume or queries to:

Ian Koller, Manager of Operations & Administration, Saint Louis Effort for AIDS at [ikoller@stlefa.org](mailto:ikoller@stlefa.org).