



JOB OPPORTUNITY

Family Voices is a national, family-led organization of families and friends of children and youth with special health care needs (CYSHCN) and disabilities. Family Voices focuses on achieving social justice and health equity by ensuring that families are at the center of children's healthcare. We connect a network of 64 family-led organizations across the States, territories and tribal groups that provide support to families of CYSHCN and help them navigate health care systems. We promote equitable partnerships with families at all levels of health care including individual and policy decision-making levels, to improve health care services and policies for children with special health care needs and their families.

Title: Executive Assistant/Office Manager (Virtual)

Reports to: Director of Finance, Contracts, and HR

Summary: The **Office Manager/Executive Assistant** is a skilled member of the Family Voices team. This individual is expected to have experience providing general administrative support and individualized assistance to staff with diverse skillsets and roles. The **Office Manager/Executive Assistant** will provide administrative support in three areas: finance administration, general administrative and clerical support; and administrative assistance to senior management staff.

Position Status: This is a full-time (40 hours per week), non-exempt position with benefits.

Compensation: \$23.07 to \$26.44 per hour, commensurate with experience.

Work Location: Remote with some travel to in-person conferences/staff meetings

Responsibilities and Duties

Finance Administration

Assist with financial management activities as directed by the Finance Manager to include, but not limited to:

- Update Family Voices' monetary log, check log, and other finance-related logs as identified
- Process fiscal management forms, including purchase requests, travel, check requests, and others
- Assist with processing stipend forms and bill payments and providing regular status updates
- Maintain upload of approved invoices/bills to payment system (Bill.com)
- Make travel arrangements for staff as required
- Provide general administrative support as needed

General Administrative and Clerical Support

- Assist with administrative tasks for the organization including purchasing, information technology, facilities management, telecommunications, printing, record-keeping, and general support services
- Conduct general office activities such as:
 - Answering general inquiries via phone/email
 - Assist with mass mailings, especially mail merged documents
 - Receive and processing incoming mail
 - Create and update staff fillable forms
 - Regularly perform data entry in organization's database (Salesforce)
 - Track and follow-up on regular staff data reports
- Organize and host/facilitate staff and network videoconference meetings, including:
 - Develop agenda items
 - Collect meeting materials
 - Run Zoom calls
 - Take meeting minutes
 - Arrange catering, handle technical setup, and provide key logistical planning/ support for onsite meetings
- Provide other administrative/clerical support as needed

Administrative Assistance to Senior Management

- Provide technology and administrative support to Executive Director and Associate Executive Director, as needed
- Draft correspondences, including thank you letters for sponsorships/donations and email
- Assist with maintaining email and calendar functions for senior management staff
- Maintain confidentiality of highly-sensitive information
- Coordinate travel arrangements and provide additional support with travel-related requests

Qualifications and Skills

- Experience providing clerical and administrative support
- Demonstrated patience, attention to detail, and accuracy
- Specific evidence of capacity to work independently and collaboratively in a virtual workspace
- Candidate must have dedicated workspace at home that facilitates productivity
- In-depth understanding of entire MS Office suite and range of other software applications related to communication, teleconferencing, fiscal, and team project tracking and collaboration
- Ability to set and adjust workload priorities daily
- Excellent problem solving and critical thinking skills
- Excellent organizational and administrative skills
- Professional-level speaking and writing skills
- Demonstrated willingness and ability to work both independently and collaboratively with others, sometimes in a high-stress, fast-paced environment
- Ability to be flexible, proactive, resourceful, and efficient with a high level of professionalism
- Minimum of 3-5 years of related experience or a four-year degree
- Preference will be given to multilingual applicants and those with lived experience as a family member of individuals with special health care needs

Qualified Applicants should submit a cover letter and resume to:

applications-ea-om@familyvoices.org