

## TICKETS FOR KIDS CHARITIES

**JOB TITLE:** Administrative Support Specialist

**DATE REVIEWED:** 9/2016

**REPORTS TO:** Manager, Core Market

**STATUS:** Non-Exempt/Hourly Part-time

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### **General Summary:**

The Administrative Support Specialist reports to the Manager, Core Market and is responsible for supporting operational aspects of program related activity, especially in the TFK “Core Market” (western PA and eastern OH); management of the weekly staff meeting agendas, along with data reporting; and other general administrative tasks to support office operations.

### **Essential Functions:**

- Organize and oversee field trips taken by agency groups in the core market.
- Maintain several established relationships with ticket donating organizations in the core market through regular communication, serving as the liaison between the donor and the recipient.
- Assist in other program operations during peak summer season.
- Regularly communicate the status of programming to the Manager, Core Market.
- Ensure that all visitors and those contacting the organization via phone are being attended to.
- Maintain donor and agency data in proprietary TFK CRM database and paper files.
- Provide data analytics and reporting as requested utilizing the data and tools in CRM.
- Process ordering of office supplies.
- Other operational tasks as assigned.

### **Requirements:**

High School diploma required and one to two years of experience working in a busy office preferred. Demonstrated proficiency in Microsoft programs and experience with relational database preferred. Friendly, outgoing and comfortable working with the public. Strong organizational skills with attention to detail and high degree of accuracy. Must have strong written and oral communication skills. Must be able to prioritize daily tasks with a willingness to meet daily and long-term deadlines, work independently and be flexible.

### **Hours:**

Must be able to work a minimum of 25 hours per week (up to a maximum of 30 hours per week), and commit to a set schedule. Schedule can be set in coordination with the candidate.

*The above statements are intended to describe the general nature and level of the work being performed by people assigned to this job. They are not an exhaustive list of all duties, responsibilities and working conditions associated with the job.*

To apply send a resume and cover letter to [barbara@ticketsforkids.org](mailto:barbara@ticketsforkids.org).