



Administrative Specialist

Willamette Art Center

POSITION OVERVIEW

The Administrative Specialist supports the organization's operations by supporting Super Volunteer roles, class and workshop organization, event planning, technology support, and general office functions. This position requires a versatile professional with a strong set of organizational and relationship management skills. The Administrative Specialist will collaborate with other staff, instructors, and volunteers to ensure the studio thrives as a creative space that supports all patrons and the broader community. This role may involve handling sensitive or confidential information and requires discretion.

The Administrative Specialist reports to the Executive Director.

KEY RESPONSIBILITIES

General Office

- Operate and maintain office equipment.
- Maintain file management systems and CRM system data integrity.
- Draft letters, reports, presentations and communications.
- Provide administrative support for the studio manager.
- Maintain office supplies.
- Maintain handbooks, documents, and manuals as directed.
- Scan documents for uploading to Google Workspace.
- Inventory clay and other retail merchandise.
- Maintain paper files as needed.
- Review daily cash sales in Ludus and compare them to cash in the monitor bag. Bring discrepancies to the attention of the Executive Director.

Donor stewardship

- Prepare and print thank you letters for the Executive Director's signature. Hand address envelopes, affix postage and put in the mail after letters are signed.
- Provide donors with year-end receipts for tax records.
- Track these communications in the CRM.

Social Media & Communications

- Maintain and follow the style guide and look and feel of marketing materials.
- Develop templates and/or structures to efficiently share information with patrons, volunteers, and the broader community.
- Support social media efforts by preparing and/or posting material.
- Contribute ideas and gather information to further the communication goals.
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Super Volunteer Support

- Ensure appropriate and necessary information is communicated to Super Volunteers.
- Maintain a structured process for applications, interviews, and offers of roles to potential volunteers.
- Develop and maintain a training program for Super Volunteers.
- Ensure Super Volunteers comply with the expectations of their volunteer agreement.
- Address performance concerns with individual Super Volunteers, consulting with and including the Executive Director as needed.
- Ensure Super Volunteers receive the benefits afforded to those roles.
- Maintain and support a scheduling system that allows volunteers to manage and see their schedule.
- Occasionally, cover a Super Volunteer shift when coverage is unavailable from other volunteers.

Program Support

- Gather class and workshop proposals and instructor information, including descriptions and photos.
- Prepare the class schedule for review.
- Post class information, pricing, and any other details on the website and/or customer relationship system.
- Prepare rosters and attendance forms.
- Maintain the online calendar.
- Update the reception area slide show as needed.

Event Planning

- Support events, fundraisers, and other functions, including equipment rentals, coordination of service providers, and ordering supplies. Additional support may be required as assigned by the Executive Director.
- Participate in planning meetings as needed.
- Prepare materials for private parties and coordinate staffing or volunteer coverage for those events.
- Coordinate volunteer sign-up processes and schedules.

QUALIFICATIONS

- 3-5 years in a similar role with experience in administrative support and communications.
- High digital literacy and familiarity with office platforms such as Google Workspace.
- Good writing skills.
- Attention to detail.
- Good time management and prioritization skills.

PERSONAL ATTRIBUTES

- Desire to learn new skills as needed.
- Strong interpersonal skills.
- Professional and courteous demeanor and etiquette.

PHYSICAL REQUIREMENTS

- Ability to perform primarily sedentary office work, including extended computer use.
- Ability to lift or carry up to 50 pounds when assisting with events or inventory.

- Ability to move between studio and community locations.
- Ability to stand for extended periods during events or studio activities.
- Visual and auditory ability to review reports and communicate effectively in person and virtually.

WORK ENVIRONMENT

This job is part-time at 20 hours a week. This position may offer a hybrid work arrangement. The studio fosters a dynamic, community-oriented environment. Occasional evening and weekend hours may be necessary to support classes, events, or community initiatives.