



JOB DESCRIPTION

Title: Administrative Assistant

Supervisor: Executive Director

Status: Full-time

FLSA Exempt: No

SUMMARY:

Responsible for assisting the Executive Director and the Deputy Director with all aspects of the day-to-day operations of the Karen Beasley Sea Turtle Rescue and Rehabilitation Center (KBSTRRC). Responsibilities are varied and include administrative, fundraising, marketing, office management, volunteer support, and educational duties.

RESPONSIBILITIES:

Fundraising, Revenue Generation, & Marketing:

- Manage all aspects of ticketing for visitors, including adding events and dates in TicketTailor, responding to email and phone inquiries, taking ticket orders by phone, changing tickets, refunding tickets in TicketTailor and/or Stripe.
- Enter, edit, and manage donor information in KBSTRRC's donor database (Little Green Light).
- Communicate with and assist in stewarding donors and prospective donors.
- Make bank deposits of donations and Gift Shop sales.
- Help organize and manage fundraising and marketing events (e.g., Surf to Sound 5K, Ocean Fest, Autumn with Topsail).
- Assist with maintaining the website (Weebly) www.seaturtlehospital.org.
- Assist with maintaining social media sites (e.g., Facebook, Instagram, Twitter, YouTube, LinkedIn).
- Produce and edit monthly e-newsletter (Constant Contact). Produce periodic e-blasts about special events, fundraising drives, or other occasions.

Office Management:

- Answer phones when volunteers are not present. Handle questions from the public that volunteers may need assistance answering.
- Receive guests, vendors, deliveries when volunteers are not present.
- Handle fundraising, educational, and medical related shipping and mailing via Post Office, FedEx, UPS.

Volunteer Coordination:

- Facilitate staffing for tours, gift shop, special tours, and other events by posting events and options in SignUp Genius and/or Get Connected.
- Train and supervise administrative and fundraising volunteers.
- Maintain volunteer database (Get Connected).

- Manage volunteer recruitment, placement, onboarding, offboarding, appreciation, and stewardship.
- Assist Executive Director and lead volunteers with managing internship programs.

Programs – Education:

- Schedule special tours, including educational tours and large group tours.
- Coordinate with Education Coordinator and Gift Shop Manager to ensure adequate staffing for special tours.
- Maintain Education Program Log.
- Organize semi-annual Education Day events.

REQUIREMENTS:

- Willingness to represent KBSTRRC and contribute towards our mission.
- Proficiency in standard office computer software (Word, Excel, PowerPoint, internet).
- Knowledge of fundraising software such as Little Green Light a plus.
- Knowledge of e-mail programs (Constant Contact), internet, website (Weebly), social media (Facebook, Instagram, YouTube, Twitter) a plus.
- Must possess a valid driver's license.
- Must be available and willing to work occasional weekends and holidays.
- Must demonstrate good written and oral communication skills.
- Must demonstrate ability to work well with others, including staff, board, and volunteers.

ADA REQUIREMENTS:

- Standing on a concrete floor for an extended period of time.
- Sitting at a computer for an extended period of time.
- Physical exertion such as bending, crouching, stooping, stretching, reaching, or similar activities.
- Lifting of moderately heavy items such as sea turtles, tanks, boxes of medical and other supplies, boxes of merchandise, etc.
- Will be exposed to strong odors including cleaning products, seafood, and animal waste.
- Able to lift a minimum of 25 pounds.

DISCLAIMER: This job description indicates in general the nature and level of work, knowledge, skills, and other essential functions (as covered under the American Disabilities Act) expected. The Administrative Assistant may be asked to perform other duties as required.