



Employer: Wildheart

Position: Administrative Assistant

Reports to: Administrative Executive

Location: On site, In-Person (Harrisburg, PA)

Schedule: This is a part-time, hourly position, requiring an average of 30 hours per week plus one Saturday a month and one evening community prayer session a month.

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#### Compensation & Benefits:

- Hourly Pay Rate: \$16.50- \$23/hr, based on experience.
- Overtime Pay: Any hours exceeding 40 hours per week will be compensated at 1.5 times the regular hourly rate, in accordance with FLSA guidelines.
- Overtime Approval: All overtime hours must be pre-approved by management before being worked.
- Paid Time Off: 24 total days per year (4 flexible days, 20 fixed days), prorated for the calendar year.

**ORGANIZATION DESCRIPTION:** Wildheart is located in the heart of Allison Hill, an impoverished neighborhood in Harrisburg, Pennsylvania. Standing on years of history in ministry to the community, we have taken up residency in an historic mansion situated centrally among the neighborhood of Allison Hill. Hope, honor and sustainability have become the values that have catalyzed a transformative community of believers who have committed themselves to empowering others to pioneer love in their own cities and nations. Locally, we have an initiative called “Love The Hill” which is focused on restoring and beautifying The Hill, while empowering its residents to break the chains and cycle of poverty. In Spring of 2022, we signed a lease agreement with the school district for a 2-acre farm located in Allison Hill.

**POSITION SUMMARY:** The Administrative Assistant plays a vital role in supporting the daily administrative and hospitality operations of Wildheart. This position requires exceptional organizational skills, attention to detail, and confidentiality, ensuring smooth internal processes and clear communication with all Wildheart connections.

As a key support to the Administrative Executive, the Administrative Assistant assists with scheduling, correspondence, data entry, financial tasks, hospitality management, and event coordination while also serving as the primary point of contact for general inquiries. This role is responsible for maintaining a welcoming and organized environment by overseeing guest accommodations, meeting hospitality, and office upkeep.

The ideal candidate is proactive, highly organized, and thrives under pressure, handling last-minute changes with ease. A cheerful and welcoming demeanor is essential, as this position frequently interacts with staff, volunteers, donors, and guests. Flexibility, professionalism, and strong communication skills are key to ensuring smooth day-to-day operations and an excellent experience for all who engage with Wildheart.

**PRIMARY AREAS OF RESPONSIBILITY:**

- Functions as a “front desk” of contact regarding inquiries from multiple channels (social media, website, e-mail, and more)
  - Provide general support to visitors
  - Processes all organizational correspondence received via snail mail
  - Handles requests, feedback, and queries quickly and professionally
  - Manages staff appointments
    - Arrange meetings and appointments and provide reminders as needed; maintain a master organizational calendar of all conferences, all-hands events, holidays, and vacation.
  - Assists with monthly newsletter & website updates
    - Update Advocates with monthly opportunities to serve
  - Updates and maintains current data pertaining to volunteers (via AirTable and Mailchimp)
  - Sends monthly thank you cards for donors and key volunteers who gave the month before
- Carries out administrative duties such as filing, typing, copying, binding, scanning, etc.
  - Prepares and monitors invoices
  - Produces and distributes correspondence memos, letters, faxes, and forms
  - Records meeting minutes and provides them for distribution to appropriate parties
  - Monitors and replenish office consumables as needed
  - Creates & prints graphics as needed and keeps track of what we are low on

- Creates informational packets for Wildheart (buys, prints & fills them)
- Manage Wildheart merchandise systems
  - Inventory, Order Fulfillment, Shipping, Purchasing and more
  - Setup tables for events and staffing schedules as needed
  - Handles Merchandise sales at all Wildheart events
- Carries out basic financial assistant duties such as:
  - Assists in the preparation of regularly scheduled reports
  - Writes any checks needed for bills & uploads a scanned copy to google folder.
  - Answers questions for the bookkeeper related to expenses, categories, missing receipts etc.
  - Uploads any unrecorded receipts to Google Drive monthly
  - Makes bank deposits (weekly) and uploads to google docs for bookkeeper.
  - Oversees all financial payments are met & communicates with people regarding any outstanding debt when applicable.
    - Reach out to people for past due subscriptions for advocate program
  - Assists Admin Executive in preparation of yearly donation statements for donors as needed
  - Uploads donation receipts for fundraising events through our fundraising platforms and organizes for the bookkeeper to put in quickbooks correctly.
  - Creates invoices in quickbooks as needed for various needs.
- Helps oversee Hospitality for the office & building
  - Communicates with individuals interested staying (potential guests via website, teams staying at the Mansion, any other overnight guests or groups renting rooms for meetings)
  - Send invoice, receive payment, and welcome guests on arrival
  - Prepare rooms necessary and communicate with the team who is coming
  - Oversee the carriage house, make sure it is cleaned and presentable for guests
  - Cleaning Mansion & Carriage House
    - Responsible for buying & keeping track of all cleaning supplies & household items such as toilet paper, paper towel etc. This must be done within the budget assigned for these items.
    - Your job is to make sure this house stays clean & organized
    - Water plants weekly
    - Utilize volunteers as able to
  - Meeting Hospitality
    - Make sure 1st floor is clean before & after meetings
    - Make coffee (including sugar, half & half) for meetings, cups etc and water
    - Clean up after meetings (conference room & coffee cups etc)

- Check trash for the conference room regularly.
- Check the bathroom to make sure it's clean (soap, presentable, trash taken out etc.)
- Participates as a member of the Wildheart team
  - Participates in weekly staff meetings and monthly feedback process
  - Works with the Wildheart team to staff special events (occasional evenings, weekends, etc.)
  - Support team in “all hands on deck” events like all Fundraisers, all volunteer days etc.
  - Helps administrate and lead areas for block parties, fundraising events or volunteer events as needed.
  - Lead teams of volunteers as needed to accomplish a project in the neighborhood

#### YOU ARE:

- Excellent at time management and ability to multitask and prioritize work
- Detail oriented and have excellent problem solving skills
- Excellent written and verbal communication skills
- Strong planning abilities and very organized
- Able to stay calm and on-task in high-stress situations
- Patient, Flexible and a Team Player
- Resourceful and the ability to anticipates needs of others
- Takes initiative
- Open to feedback and input from others
- Interested in both collaborating with others and working independently
- Ready to work alongside a small, hard-working team at a mission-driven organization
- Basic computer skills and familiarity with Google software platforms (Docs, Sheets, Drive, etc)
- At least 18 years of age, with a high school diploma or equivalent
- Capable of lifting at least 50 pounds

#### QUALIFICATIONS:

- Proven administrative or assistant experience (2-5 years experience minimum)
- High school diploma or equivalent; college degree preferred
- Basic bookkeeping, math & typing skills
- Proficiency in Google platforms (Docs, Sheets, Gmail, etc)
- Knowledge of office management systems and procedures
- Capacity to work alongside youth in a management capacity plus relevant youth protection clearances for state of PA

- Able to work outside in all weather conditions (heat, rain, cold), lift up to 50 lbs. safely, and navigate uneven terrain