



# AMERICA'S CAR MUSEUM®

## OFFICE COORDINATOR POSITION DESCRIPTION

**REFERENCE JOB#:** W-0900

**OPEN:** 04/19/13

**CLOSES:** When Filled

**APPLICATION PROCESS:** See bottom of ad

AMERICA'S CAR MUSEUM is an Equal Opportunity Employer

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**EFFECTIVE DATE:** 04/19/13  
**FLSA CLASS:** Non-Exempt  
**FTE STATUS:** 1.0 (Full-time)  
**REPORTS TO:** Chief Operations Officer  
**SUPERVISES:** N/A  
**DEPARTMENT:** Administration  
**DRIVING CLASS:** Required  
**BENEFITS:** Eligible

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### GENERAL SUMMARY:

The Office Coordinator serves as one of ACM's first points of contact for guests, visitors, and donors. The position is under the direct supervision of the Chief Operations Officer and is responsible for providing coordination and oversight of ACM's reception area, copy and supply room, and administrative office support services. Responsibilities include, but are not limited to: Welcoming and assisting visitors entering the Administrative Office; Answering and routing of incoming calls and emails; Assisting the public with website navigation and on-line memberships; Providing office machine training; Coordinating office machine maintenance and repair; Requisitioning and maintaining office supplies; Preparing and distributing mail and FedEx shipments; Creating in-house reports, newsletters, and weekly updates; Processing and reconciling purchase orders; Tracking and processing of external donation requests; and, Providing administrative support to all departments within the museum in support of the common vision, mission, and goals of the organization.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

## **PRIMARY OBJECTIVES:**

1. Serve as one of the first points of contact for callers, guest, members, and donors while representing the Museum in a professional manner with an attitude of excellence;
2. Ensure the smooth running of ACM's Administrative Office and coordinate the functions of the reception area to maintain ACM's professional image and excellence in service;
3. Provide administrative support to all departments within the Museum to support the common vision, mission, and goals of the organization;
4. Streamline administrative processes and reporting to maximize efficiency and effectiveness in work-flow and communications;
5. Serve as a main administrative conduit for internal and external communication while maintaining professionalism and confidentiality;
6. Promote teamwork and positive employee morale by executing duties with a positive attitude that remains solution focused.

## **MAJOR RESPONSIBILITIES:**

Under the direction of the Chief Operations Officer, the Office Coordinator will be responsible for the following major responsibilities:

1. Welcoming and responding to guest needs, answering phones, and routing callers and emails to appropriate parties;
2. Providing coordination and oversight for office supply ordering and office equipment maintenance;
3. Preparing, processing, and distributing mail and FedEx shipments;
4. Assisting in the new employee onboarding process, including programming phones, assigning mailboxes, requisitioning business cards and training employees on the proper use of office equipment;
5. Creating and disseminating daily, weekly, and monthly reports and/or publications for internal and cross departmental use;
6. Completing various administrative duties in support of the all departments within the Museum and in alignment with organizational objectives and departmental goals;
7. Maintaining professional boundaries and behavior, including a positive, collaborative, solution focused, and team-oriented attitude.

## **QUALIFICATIONS:**

The incumbent for this position must be at least 21 years of age and possess: an AA or AAS degree with a minimum of two (2) years clerical or office administration experience. Additional relevant education or experience may be substituted one for the other, on a year for year basis. Experience working with Constant Contact and within Altru or Raisers Edge is highly desired. The incumbent for this position must be a team player and able to work independently and collaboratively among all departments within the Museum.

### **Additionally, the incumbent must possess:**

1. The ability to pass an in-depth background investigation including criminal history, employment and education records, and personal references;
2. Excellent organizational and administrative skills and the ability to manage and prioritize a wide range of tasks with competing timelines and interests while meeting deadlines;
3. A solid proficiency in the English language with professional communication skills including interpersonal, verbal, non-verbal, formal presentation, and written communications. - Bilingual abilities are preferred;
4. Intermediate to advanced skills in M.S. Word, Excel, and Outlook;

5. A keen attention to detail with the ability to critically analyze and resolve quantitative and logistical problems;
6. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;
7. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team oriented approach and attitude;
8. An ability to deal with information in a confidential manner and respond with sensitivity to the needs and concerns of others;
9. The skills and ability to positively and professionally function as part of a team environment and promote teamwork with a positive and solution-focused attitude;
10. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
11. An understanding of the various stakeholders' needs and the ability to meet those needs with a collaborative approach that fulfills the mission of the museum;
12. The ability to lift up to 30 lbs. periodically, stand, sit, and work on the computer for extended periods of time, bend stoop, and twist regularly, manipulate items with fingers frequently, operate typical office machinery regularly, Visually inspect, compare, and analyze written data regularly, read and interpret manuals and instructions, and effectively communicate verbally, and in written format, with guests, employees, and management regularly.

## **APPLICATION PROCESS:**

**NOTE: All application materials must be received to be considered for this position.**

1. Cover letter (*include specific job reference # W-0900*)
2. Resume
3. Professional references (*minimum of three*)
4. Salary History

Email all application materials to [hr@lemaymuseum.org](mailto:hr@lemaymuseum.org) or fax to 253-779-8499.

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