



# AMERICA'S CAR MUSEUM®

## OFFICE COORDINATOR POSITION DESCRIPTION

---

<b>EFFECTIVE DATE:</b>	<b><u>03/27/2024</u></b>	<b>DEPARTMENT:</b>	<b><u>Administration</u></b>
<b>FLSA CLASS:</b>	<b><u>Non-Exempt</u></b>	<b>DRIVING CLASS:</b>	<b><u>Required</u></b>
<b>FTE STATUS:</b>	<b><u>Full-Time</u></b>	<b>BENEFITS:</b>	<b><u>Eligible</u></b>
<b>REPORTS TO:</b>	<b><u>VP of Finance &amp; HR and ACM Executive Director</u></b>		
<b>SUPERVISES:</b>	<b><u>N/A</u></b>		

---

### GENERAL SUMMARY:

The Office Coordinator serves as one of LeMay – America's Car Museum's (ACM) and America's Automotive Trust's (AAT) first points of contact for guests, visitors, and donors. The position is under the direct supervision of the VP of Finance & HR and ACM Executive Director (VP of Fin/HR & ACM ED; and is responsible for providing coordination and oversight of ACM's reception area, copy and supply room, and administrative office support services. This position is full-time (40 hours per week).

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, 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 and with an attitude of excellence.
2. Ensure the smooth running of ACM's Administrative Office and coordinate the functions of the reception area and copy room to maintain ACM's professional image and excellence in service.

---

Initials

---

Date

3. Serve as a main administrative conduit for internal and external communication while maintaining professionalism and confidentiality.
4. Streamline administrative processes and reporting to maximize efficiency and effectiveness in workflow and communications.
5. Provide administrative support to all departments within the Museum to support the common vision, mission, and goals of the organization.
6. Promote teamwork and positive employee morale by executing duties with a positive attitude that remains solution focused.

**MAJOR RESPONSIBILITIES:**

1. Serve as the primary point of contact for all internal and external communications for the administrative office, including welcoming and responding to guest needs, correspondence, answering incoming calls and routing callers and emails to appropriate parties; appointment scheduling, and other critical communications as needed.
2. Provide coordination and oversight for office supply ordering and office equipment maintenance, order general office supplies and special orders for Staff from approved vendors (Chuckals, Costco, Staples, and ULine), track all orders by individual and department for accounting purposes, check in supplies upon delivery, and restock or distribute delivered supplies, and complete all required purchase orders.
3. Prepare, process, and distribute mail and FedEx shipments. Assist in preparing, packaging, and sending mailings, packages and gifts to donors, members, and other constituents to foster stewardship of ACM, AAT, and RPM's donor base.
4. Create administrative forms and quick-reference process sheets as needed or directed to streamline administrative processes and reporting to maximize efficiency and effectiveness in workflow and communications across departments, including, updating the internal phone list as information changes.
5. Create flowcharts, instructions, cheat-sheets, forms, etc., to streamline administrative processes and assist in training personnel in office/administrative processes.
6. Function as assistant to the VP of Fin/HR & ACM ED.
7. Assist with the planning and coordinating of the annual staff holiday party.
8. Assist in the new employee onboarding process, including programming phones, assigning mailboxes, requisitioning business cards and training employees on the proper use of office equipment.
9. Create and disseminate daily, weekly, and monthly reports and/or publications for internal and cross departmental use.
10. Assist guests in completing the on-line membership form or completes a manual membership form on behalf of the guest (including new, renewal, and gift memberships) and passes it along to membership for processing.
11. Ensure all office equipment is operational and maintained as needed, including placing service and repair calls for all office equipment as needed; order toners and supplies for copy machine, record meter readings, and serve as point of contact for maintenance needs and troubleshooting.
12. Order business cards for eligible employees and maintain a supply of all cards at the reception desk for distribution to visitors as appropriate.
13. Maintain postage meter including weekly cleaning, ordering of supplies, programming of departments, monthly accounting reports, and maintaining manuals.

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Date

14. Program phone system, including, adding and deleting lines and mailboxes, setting up voicemail for new lines, reprogramming new lines, creating, and editing hunt groups, programming dynamic extensions, programming dialing restrictions, writing phone scripts, recording all public phone messages, and troubleshooting.
15. Apprise the Development Department of all member and donor issues as they arise.
16. Maintain organization of mailroom/breakroom.
17. Retrieve daily mail in the office, and sorts and distribute it appropriately.
18. Log, photocopy, and endorse all incoming checks, distribute photocopies, and forwards the checks to Finance.
19. Create monthly postage meter and copy usage reports and submits reports to Finance for departmental billing.
20. Perform other general administrative support duties, including fulfillment of data requests, mailings, filing, word processing, spreadsheets, presentation graphics, preparing correspondence, photocopying, collating, binding, faxing, scheduling meetings, travel arrangements, etc.
21. Assist with mailings for various Departments, including packing, scheduling, and shipping.
22. Maintain professional boundaries and behavior, including a positive, collaborative, solution focused, and team-oriented attitude.
23. Maintain the flexibility to accommodate occasional evening and weekend work as needed.
24. Provide back-up assistance to other office staff and departments to help alleviate workload issues.
25. Assist with department projects as needed and as time allows, designing and creating table numbers and name tags for Gala events, assisting with registration at after-hours events, etc.).
26. Utilize MS-Word and Excel to generate communications and reports.
27. Utilize MS-Outlook for email communications, and scheduling.
28. Participate in continuing educational opportunities for professional growth and development.
29. Perform additional duties and supportive tasks as assigned or needed.
30. Create and maintain procedural consistency.

**QUALIFICATIONS:**

The incumbent for this position must be at least 21 years of age and possess: an AA degree with a minimum of two (2) years clerical, office administration, or project management experience. Additional relevant education or experience may be substituted one for the other, on a year for year basis. Experience working with MailChimp and within Altru or Raiser's 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.

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Date

3. A solid proficiency in the English language with professional communication skills including interpersonal, verbal, non-verbal, formal presentation, and written communications.
4. Intermediate to advanced skills in M.S. Word, Excel, Outlook, and Zoom.
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 function as part of a team environment positively and professionally 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. Discernment and good judgment needed to differentiate between confidential, sensitive, and general information and the ability to maintain confidentiality accordingly.
13. 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 regularly.

---

Signature

Date