



Administrative Coordinator

Organizational Description:

The Massachusetts Service Alliance (MSA), established in 1991, is a private, nonprofit organization that serves as the state commission on community service and volunteerism. Our mission is to catalyze the innovation and growth of service and volunteerism by creating partnerships that maximize resources, expertise, capacity, and impact.

MSA currently invests in community-based organizations and institutions across the Commonwealth that rely upon volunteers and people engaged in service to meet critical needs in their communities. MSA convenes the service and volunteerism sector, and builds capacity of organizations that rely upon corps members and volunteers to meet critical needs in their communities, through trainings, technical assistance and a bi-annual conference. MSA administers the AmeriCorps program for the State of Massachusetts as well as the Commonwealth Corps Program, an initiative to engage Massachusetts residents of all ages and backgrounds in direct service to rebuild communities and address their unmet needs.

For more information about the Massachusetts Service Alliance, please visit:

www.mass-service.org.

Position Summary:

The Massachusetts Service Alliance is seeking a full-time Administrative Coordinator to manage internal operations and logistical support for our office of 13 staff. The duties will include general office administration, HR-related functions, Board of Director and Committee support, program management support, development outreach, database management, digital and social media management and other technology assistance.

Position Responsibilities:

- Assist the Director of External Relations and Development in ensuring MSA stakeholders are informed of MSA's agenda, activities and funding opportunities through the development of Constant Contact e-newsletters, annual report, and the updating and maintenance of MSA's website.
- Assist with logistical and administrative tasks associated with trainings and special events.
- Assist the MSA Program Team with program management support and provide high quality customer service and communication to MSA grantees.
- Help maintain MSA's primary database (Salesforce) and MSA's online volunteer portal (Get Connected).
- Assist in supporting and maintaining MSA Board and committee functions including coordinating and preparing materials for Board meetings, taking meeting minutes corresponding with Board members as needed, understanding the Board governance structure, etc.
- Assist in preparation of materials for proposal submissions and reports to funding sources and others.
- Answer and respond to telephone inquiries, direct calls to appropriate staff as necessary.
- Develop and maintain a system of responding and tracking correspondence.

- Serve as the lead contact for telecommunications including maintenance and inventory for computers, laptops, projectors, phones, copier, postage machine, fax and printers.
- Coordinate new employee orientation to telecommunications equipment.
- Provide administrative and logistical support to other members of MSA staff.
- Work with staff to ensure the Chief Executive Officer is prepared and in possession of materials and information required for meetings, conferences and other scheduled events.
- Collaborate with Program Team on annual archiving and filing initiative
- Point person for submitting all office supply orders
- Other duties as assigned.

Position Qualifications:

High attention to detail;

Strong written and oral communication skills;

Good organization skills; ability to initiate and complete projects independently;

Advanced skills in Microsoft Office;

Strong knowledge of Constant Contact or similar email marketing tool;

Strong comfort with website maintenance and social media;

Flexibility and ability to thrive in a fast paced environment;

Demonstrated tact, integrity, and professionalism;

Bachelors Degree required.

A passion for service and volunteerism is a plus!

Salary and Benefits

Salary commensurate with experience. Generous benefits package including health, dental, life, disability coverage and 401K.

The Massachusetts Service Alliance is committed to hiring practices that support the values of a diverse workplace and reflect the makeup of the Massachusetts communities it serves. MSA does not discriminate on the basis of race, creed, color, national origin, sex, secular preference, sexual orientation, marital status, age, political affiliation or religion, in accordance with non-discrimination requirements of applicable statutes. MSA welcomes applications from people with disabilities and will make reasonable accommodations upon request.

How to Apply:

Send a cover letter and resume to Lindsay Rooney, Director of External Relations at lrooney@mass-service.org.