



NAMI  
National Alliance on Mental Illness

# Santa Cruz County

## NAMI Job Description Administrative Coordinator

**Early submissions are encouraged. NAMI reserves the right to begin interviews as soon as qualified applicant submissions are received.**

NAMI (The National Alliance on Mental Illness) of Santa Cruz County exists to educate, advocate and support those affected by mental illness, their families, friends and our community. We have a dedicated Board of Directors, staff, talented teachers, peer leaders and many other volunteers who together operate various nationally recognized programs and provide a range of compassionate services for families, those with a mental health condition, schools, providers and the community.

**REPORTS TO: The Executive Director    TYPE: Non-Exempt (Hourly)**

**SUMMARY:** Through the supervision of the Executive Director, the Administrative Assistant provides broad administrative support for all aspects of the organization. This position is multi-faceted and requires a variety of skills including scheduling, newsletter & community outreach support, coordination of NAMI's financial records and funds, database coordination, record maintenance, correspondence, and volunteer supports. The ideal candidate is highly dependable, has a high attention to detail, works efficiently and works well both independently and as a team member with staff, volunteers and Board members.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide effective general clerical and office supports, including coordinating volunteers for such tasks
- Support the Executive Director, Board President, and Program Manager with administrative tasks including but not limited to:
  - coordination of financial matters such as record keeping, timely invoicing, payroll submission
  - ensuring submission of receipts weekly for ATM charges or reimbursement
  - supporting the submission of completed grant reports and financial information
  - efficient coordination and response to correspondence & all received mail, including donations and inquiries
  - board supports such as preparation & distribution of board packets, scheduling of meetings
  - scheduling of NAMI meetings, classes, presentations
  - filing & record keeping of NAMI classes, programs & services
  - ensuring the maintenance of business files for operational obligations: copier, utilities, rent
- Provide accurate data entry into donor/volunteer/membership database. Create reports.
- Respond to phone and email inquiries and needs
- Assist in reviewing and updating web and social media content

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- Assist with bi-monthly newsletter as assigned
- Assist with the arrangement of bi-monthly speaker meetings
- Maintain administrative and human resources files
- Support the documentation of office procedures
- Assist with the organization's annual fund development efforts including but not limited to the holiday campaign, the Human Race & the annual Celebration Event
- Work closely with the Executive Director to ensure positive donor stewardship and timely processing of all donor contacts, correspondence and thank yous
- Work closely with the bookkeeper to coordinate efficient invoicing, tracking, processing of donations, deposits and monthly bills
- Develop and maintain cooperative and professional working relationships
- Perform other duties and responsibilities as assigned

**MINIMUM QUALIFICATION REQUIREMENTS:**

- High School diploma or GED. A.A. or B.A. preferred
- A minimum of two years of experience in administrative support positions that include working with volunteers and working with financial and data systems. Experience working in non-profits and/or mental health work a plus.
- Excellent written, composition and verbal communication skills, showing great attention to detail
- Ability to work independently, to effectively prioritize and to take initiative, in consultation with supervisor as appropriate
- Flexible in adjusting tasks in accordance with deadlines and priorities, in consultation with supervisor as appropriate
- Use computers, Microsoft office including excel, email and the internet proficiently
- Be familiar with working within databases including accurate entry and reporting
- Experience with Salesforce a plus
- Commitment to working on a high functioning team that values trust, communication, attention to detail, and performance

**DEMONSTRATED ABILITY TO:**

- Establish and maintain effective, collegial working relationship with peers, volunteers, staff, the Board and community
- Adapt to a changing environment with the ability to respond to and manage with a calm, mindful approach

**OTHER REQUIREMENTS:**

- Must pass criminal background check and maintain a clean record
- Must provide own transportation, have a valid CA Driver's license, be insured and have a good driving record
- Must be able to stand, walk, and work at a computer for full workdays
- Must be able to safely lift up to 50 pounds and satisfy reaching requirements

**COMPENSATION:**

- \$18-\$19.80/hour, depending on experience
- 20 hours a week
- There are no health benefits associated with this position
- Pro-rated sick time accrual as required by law (.33 hourly accrual up to 24 hours/annual)
- 11 paid holidays

**APPLICATION:**

1. A cover letter summarizing your qualifications and indicating your specific interest in the position
2. Your resume
3. A list of three professional references including name, phone number and e-mail and your connection to them. References will not be contacted unless the applicant is a final candidate.
4. Email materials in PDF form to Brad Pilkington [bpilkington@frontst.com](mailto:bpilkington@frontst.com).  
831-420-0120 x107.

Incomplete applications will not be accepted.

***NAMI of Santa Cruz County is an equal opportunity employer.***