

JOB DESCRIPTION

East Tennessee Kidney Foundation, Inc.

Role: *Program Assistant*

Job Status: Part-Time, transition to Full-Time within approx. 9-12 months

Salary: \$12/hour

Organization Overview: The East Tennessee Kidney Foundation, Inc. (ETKF), is a 501(c)3 nonprofit organization based in Knoxville, Tennessee. ETKF is 100% local and independent; all development efforts and program services stay locally in East Tennessee. ETKF is dedicated to connecting individual East Tennesseans with early detection of kidney disease, education and access to life sustaining care. www.ETKidney.org, @ETKidney

Job Overview: ETKF is hiring a Program Assistant (PA) to help support our growing organization. The PA will report directly to the Executive Director (ED). The PA is responsible for providing day-to-day administrative, program and development support, as well as executive staff support. PA will begin as part-time and work from a home office. PA will be expected to transition to full-time, traditional office hours in a traditional office space within 9-12 months of start date. Position offers room for growth as organization continues to grow. Submit resume and brief cover letter to admin@etkidney.org by COB, Friday, January 31, 2020.

Essential Duties & Responsibilities

Administrative

- Perform administrative tasks such as answering phone calls and emails, schedule appointments and meetings for executive team, maintain office calendars and send out appointment reminders
- Ensure executive team has necessary resources & supplies and replenish as needed
- Exercise good judgement and fiscal responsibility when purchasing supplies, materials
- Produce reports and letters as requested; create & edit documents including marketing & event materials
- Complete & submit legal business registration & compliance filings by respective due dates
- Serve as the primary contact for all community programs and services, and as gatekeeper to ED
- Maintain general email account, utilize Constant Contact to create and distribute monthly e-newsletter, utilize Hootsuite account for regular social media posts
- Develop and maintain both an organized physical & electronic record keeping system via cloud services
- Make bank deposits & transactions, check P.O. Box regularly, sort and distribute mail, pay bills and maintain basic organization financials such as credit card statements & expense receipts
- Prepare basic financial reports and work with accountant to confirm monthly transactions
- Make reservations for on- and off-site meetings including board meetings.
- Develop a successful and well organized volunteer program and serve as liaison between volunteers and executive team
- Perform additional administrative support tasks as may be required by executive team
- Assist with the development and documentation of policies & procedures, including manuals & handbooks
- Once a physical office is established, PA will increase work status to full-time and add duties including but not limited to:
 - Welcoming visitors, supplying information to the public & other agencies, and notifying executive team of appointment arrivals
 - Keeping office clean, organized and in working order; inventory & replenish supplies
 - Fulfilling standard 40-hour work week with a traditional office schedule

Development Duties & Responsibilities

- Support development efforts including special event planning (reservations, budgets, organizing volunteers, donation requests, participant recruitment) and providing assistance to grant writers
- Maintain and record all donations including monetary, in-kind, and the vehicle donation program; write & mail appropriate donation letters and tax forms to donors & accountant
- Assume leadership roles at all special events

- Speak to community groups & other organizations about ETKF's impact in community
- Identify potential sponsors & support the growth of existing donor base
- Support positive relationship experiences for donors, volunteers, board members & all stakeholders
- Perform additional development support tasks as may be required by executive team

Program Duties & Responsibilities

- Provide support for all program operations, including dialysis transportation, dental, kidney disease screenings, and outreach/education programs
- Serve as Patient Services Committee chair, schedule & lead monthly committee meetings; ensure implementation of and adherence to up-to-date program guidelines, policies & budgets
- Represent ETKF at monthly & quarterly interagency, United Way meetings in Knox and surrounding counties, and deliver information on programs available to the community
- Seek out potential partnerships with other nonprofits agencies to increase collective impact
- Make sound judgements & find resolutions to program-related road blocks & needs
- Input program data and create graphs, charts & infographics to interpret & communicate this data
- Assist with evaluating program goals, measurements, outcomes, efficiency, effectiveness and growth
- Create & print checks using Quickbooks software for 250+ patients each month
- Communicate well with program contributors such as patient services committee volunteer members, dialysis clinic staff & management, nephrologists, renal care providers, clients, donors & community
- Perform additional program support tasks as may be required by executive team

Qualifications

- Friendly and professional demeanor at all times
- Exceptional time management & multi-tasking skills
- Highly organized with sharp attention to detail
- Quick learner who thrives in a fast-paced environment
- Proficient with technology including Quickbooks, Microsoft Office, Mac software (Pages, Numbers, iCalendar), Google Products (G-Suite, Drive, Sheets, Docs, Forms, etc.), social media platforms, email communications, and basic website maintenance
- Proficient in basic accounting, understanding of and ability to work within budgets
- Excellent oral and written communication skills, public speaking and presentation skills
- Excellent negotiation and problem-solving skills
- Reliable, diligent & self-driven - must fulfill work hours in home office and successfully execute variety of tasks within set parameters and deadlines without direct supervision
- Demonstrate upstanding moral and ethical character
- Handle confidential information with care and in compliance with HIPAA laws and regulations
- Work well with a range of different individuals and working styles
- Must have reliable transportation and ability to leave home office during the day for errands, professional development training, as well as travel several times per month for various meetings; mileage reimbursement after first 15 miles for work-related travel (average number of required meetings is 3 per month); attendance at meetings requiring travel include but are not limited to monthly meetings in Roane, Blount, Knox & Anderson Counties.

Education and Experience

- Bachelor's Degree required
- Program support experience in a relevant field preferred

Work Environment

- Majority of time will be spent in a home office setting; in approx. 9-12 months, majority of time will be spent in traditional office setting open to the public (daily interactions with community)
- Regularly scheduled meetings with ED in office setting or professional meeting space
- Extra hours may be required during part-time status when planning & executing special events
- Minimal local travel in employee-owned vehicle
- Moderate physical activity such as walking, standing, and light lifting in many daily activities
- Ability to sit and work on computer, stand and move around for long hours at a time