



MINISTRY DESCRIPTION

Title: Communications Administrative Manager

Division: Communications

Working Group: Communications-General

Reports to: Chief Communications Officer

Schedule: Regular, full-time

FLSA: Exempt

Ministry Function: The Communications Administrative Manager supports the ministry of Convoy of Hope by providing administrative leadership to the office of the Chief Communications Officer (CCO). This individual will provide administrative management for the CCO and the Communications Division.

Essential Duties & Responsibilities:

1. Manages the daily activity and operations of the CCO's office, which includes:
 - a. Managing the CCO's emails, helping prioritize and assuring deadlines are met.
 - b. Processing and tracking billing and expense reports for the CCO and the division's VPs.
 - c. Coordinating meetings and appointments as requested.
 - d. Screening and responding to incoming calls and correspondence.
 - e. Preparing agendas, minutes, and presentation materials for meetings.
 - f. Performing administrative duties, such as archiving, filing, ordering supplies, and copying documents.
2. Provides administrative support to the Communications Division, which includes:
 - a. Assisting with paperwork, e.g., invoices, agreements, and photo releases.
 - b. Ordering and organizing office supplies.
 - c. Mailing packages.
 - d. Maintaining archives.
 - e. Collecting bulk orders internally for marketing materials.
 - f. Assisting with transcriptions, as necessary.
3. Works with the Project Manager to assist with projects, as needed. This may include the following:
 - a. Triage incoming tickets by tasking out team assignments, carrying over project details accordingly to the project management system.
 - b. Monitor project activity in Monday.com, ensuring deadlines are met.
 - c. Client correspondence.
 - d. Managing the revision process.
 - e. Placing orders with vendors by submitting purchase orders.
4. Serves as the primary backup to the Project Manager, in their absence.
5. All other duties as assigned by COO.

Required Knowledge, Skills & Abilities:

1. Bachelor's degree is preferred; high school diploma or equivalent is required.
2. 2+ years' experience with administrative work, project organization, and project management, as well as customer service.
3. Familiarity with online project management platforms, such as Basecamp and Monday.com, is preferred.
4. Excellent written and verbal communication skills.

5. A professional, resourceful and determined individual with the ability to work independently and is comfortable in a close-knit team-oriented setting.
6. Ability to proficiently use Mac computers and programs, including but not limited to Gmail, Word, Excel, and PowerPoint.
7. Strong organizational skills for handling several projects at one time. Must be detail-oriented with the ability to follow through without direct supervision.
8. Serve as an advocate for the ministry, striving to nurture, broaden, and develop financial and other resource opportunities to support and expand organizational and program ministry.
9. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
10. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities:

None at this time.

Created: November 11, 2020

Revised: