

Position Description

Special Assistant to the President

Position Summary

The Special Assistant to the President (SAtp) will report directly to the Founding President & Executive Director (ED) of this small, yet mighty, nonprofit. The SAtp will provide primary executive-level support to the ED, and at times to staff to ensure smooth organizational, development, and program operations. The SAtp is responsible for providing the necessary support for administrative, data entry, and presentation needs; human resources; office management; volunteer program oversight; acting as an effective liaison between the office of the ED and stakeholders, including the board of directors, external constituents, and internal management and staff. The SAtp is responsible for project managing assignments from conception to completion often under pressure, handling a variety of activities and confidential matters with professional discretion and tact.

Key Responsibilities

Leverage skills as primary executive-level administrative support.

- Provide general support to Executive Director— including maintaining organizational calendar, processing donations, organizing financial data, mailing thank you letters, planning and coordinating small donor luncheons, and other tasks as needed.
- Manage ED's extremely busy schedule including keeping her well-informed of upcoming commitments and following up appropriately.
- Serve as a thought partner with the ED to assist with proactive follow-through to successful on-time completion of projects.
- Complete expense reports and debit card logs, tracking reimbursements.
- Provide essential day-to-day database support including data upkeep, data entry, and reporting in customized CRM (Salesforce) database.
- Exhibit positivity and be intentional in contributing to building a positive work culture.

Serve as a stakeholder liaison.

- Serve as a liaison to the Board of Directors, major donors, and contractors.
- Provide a bridge of communication between the ED's office and internal staff and department heads.

Manage human resources for a team of eight employees and volunteer inquiries.

- Drive the full life cycle of the employee recruitment process including establishing compensation baselines and leveling, creating/updating job postings and descriptions, sourcing and screening candidates, placing job postings on job boards, communicating open positions to our constituents, and social media channels, coordinating interviews, and facilitating offers.
- Develop training schedule and manage onboarding for new employees and volunteers.
- Maintain employee records according to Massachusetts requirements.
- Manage employee evaluation process and coordinate raises.
- Maintain and improve onboarding training, employee handbook, and offboarding.



- Serve as a 'barometer' having a sense for the issues taking place in the environment and keeping the ED updated.
- Negotiate and coordinate annual employee benefits review and manage enrollment along with 401K programs.
- Interact with potential volunteers, screening, answering questions, and forwarding to department managers for interviews. Oversee onboarding process.
- Communicate with and show appreciation for volunteers.
- Maintain record of hours worked by volunteers in all departments.

Support organizational communications, partnerships, and outreach.

- Support ED in setting appointments, assisting with presentations, and obtaining needed content/data/information for outreach efforts.
- Communicate with Outreach Coordinator and others regarding ED's availability to speak.
- Create first drafts for written communications as requested.

Exercise project management skills to ensure timely delivery of special projects.

- Manage a variety of special projects for the ED.

Organize and maintain aspects of facility operations.

- Oversee facility needs of maintaining inventory, ordering supplies, keeping office space and electronic files organized, etc.
- Handle functional tasks including opening mail, deposits to local bank, answering the phone, etc.
- Liaise with vendors and landlords, coordinate logistics of monthly office cleaning, and step in wherever needed during daily facility operations.

Required Qualifications

- 3 years' experience supporting an Executive
- 2 years' experience managing HR with familiarity of employment-related laws and regulations
- Detail-oriented, highly organized, self-motivated, flexible, emotionally intelligent, and dependable
- High comfort level with technology software required, including proficiency with MS Office 365 (Word, Excel, and PowerPoint), and CRMs (Salesforce helpful)

Please send cover letter and requests for additional information to Careers@HagarsSisters.org.

HAGAR'S SISTERS

Ending the cycle of abuse through the transforming power of God

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