



## Position Description – Office Coordinator

**REPORTS TO:** Administrative Team Chair(s)  
**HOURS NEEDED PER WEEK:** Varies, averaging 4 hours per week  
**SALARY:** \$300 per month  
**DATES OF EMPLOYMENT:** Ongoing

### EXPECTATIONS FOR ALL IMPACT EMPLOYEES:

*To support and promote IMPACT's mission.* IMPACT Chicago is committed to ending violence and building a non-violent world in which all people can live safely and with dignity. By teaching self-defense, we provide women and girls with the tools they need to prevent and minimize violence.

*To be capable of both collaborative and independent work.* As a primarily volunteer-run organization, we need to be capable of both collaborative and independent work. We must also have the tools to encourage others to work both collaboratively and independently. Every position has tasks that are performed independently without reminders.

*To work effectively and efficiently.* We are mission-driven with clear manageable goals. Our mission and programming are at the center of our work. We spend virtually all of our time on work that advances our mission or is required for fiscal solvency.

*To resolve problems in a respectful manner.* Our mission of non-violence extends into how we work with each other, how we address conflict, and how we resolve issues. We assume members of our community share our strong support for IMPACT's mission. Even when a mistake is made or when someone is inconsiderate, we address the issue respectfully without attacking the person and assume the individual has good intentions.

*To operate in accordance with our organizational philosophy and its underlying spirit.* The attached document, *Our Organizational Philosophy*, outlines our non-hierarchical and collaborative organizational philosophy.

### EXPECTATIONS FOR THIS POSITION:

*To understand that this role is central to the inner workings of IMPACT.* As the person who will be responsible for supporting the programming of the organization, and other internal duties, the Office Coordinator needs to communicate in a manner consistent with the IMPACT mission and process and to work collaboratively with other IMPACT staff, board, instructors, and volunteers.

*To show initiative.* Ability to prioritize among competing projects. Ability to be selective about which projects to invest time and energy in and which should not be implemented. Determine what efforts in addition to regular daily/weekly responsibilities are required to make the office run efficiently and smoothly. Work directly with others, but frequently without direct oversight.

*To be responsive and inclusive.* Manage multiple projects underway and keep the Admin Team, Board, and other constituencies up-to-date on the status of these projects, often acting as an information resource.

*To maintain confidentiality and privacy.* Take the appropriate steps to protect personal and

organizational information (e.g., participant information, staffing information).

## **JOB COMPONENTS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

### ***Programs***

1. Course bags
  - a. Prepare course bags for instructor pick-up prior to a course.
  - b. Inventory and manage course bags after a course.
2. Files
  - a. Clear forms and send links to lead instructor prior to a course/workshop.
  - b. Enter & compile data from forms after a course/workshop.
  - c. Copy data from Registration Database to Grad & Donor Database, updating as relevant.
  - d. Copy data from workshop opt-ins to Grad & Donor Database.
    - i. Email any discount codes to opt-ins.
  - e. Work with Outreach Coordinator to update and maintain contact info in Grad & Donor Database and on MailChimp.
  - f. Manage electronic and paper files according to guidelines.
3. Media
  - a. Create/oversee creation of graduation videos.
  - b. Upload “full release” graduation photos.
4. Monitor program safety and injury reports.
5. Carry out other program duties as needed.

### ***Office***

1. As needed, update IMPACT and Contact List Databases.
2. As needed, order printed materials, t-shirts, swag, etc.

### ***Internal Communication***

1. Manage and respond to mail, electronic correspondence, and voicemail promptly.
2. Communicate with lead instructor before and after a class about course bags, course materials, and safety and injury records.
3. Attend monthly Admin Team meetings and quarterly Board meetings.
4. Participate in a monthly phone call.
5. As needed, prepare reports.

## **BASIC KNOWLEDGE, SKILLS, AND ABILITIES :**

1. Strong verbal and written communication skills.
2. Extensive experience with Google Drive (e.g. sheets, forms, docs).
3. Ability to effectively use Google email system.
4. Strong skills with Microsoft Office Productivity tools (e.g., mail merge, basic formulas in Excel).
5. Completion of IMPACT Core/Basics program or equivalent elsewhere.
6. Bachelor’s degree from accredited institution/college/university or relevant experience.

## **WORK ENVIRONMENT:**

1. Ability to create a “home” office to make and take phone calls, write and receive email, update and manage relevant Google documents.
2. Ability to get to and from the office space monthly.

Revised: 5/2023