



Role Description

Job Title: Office Coordinator
Reports to: Chief of Staff
Drafted: September 5, 2019

Status: Exempt
Job Code: DHT202
Updated: Annually

Role Summary

This welcoming position is the first point of contact for the Trust with many of its constituencies. This position coordinates the Trust's activities relating to facilities, office services, and related functions.

Core Accountabilities

- Answering all phone inquiries that come into the office and transferring or responding to the needs accordingly.
- Ability to triage calls and handle appropriately.
- Being responsible for inventory of office needs, placing orders, and supporting the various departmental needs.
- Supporting various members of the team in duties such as filing, sending/retrieving mail, data entry, and technology inventory/support.
- General data entry projects to support the Trust.
- Filing and Organizing.
- Ordering / coordinating catering orders - or logistical support for meetings/events
- Supporting various leaders with scheduling needs and light duties.

Our Creed

Our Purpose: To dramatically improve the health and well-being of all people and communities of Western North Carolina.

Diversity, Equity and Inclusion: Dogwood Health Trust's commitment to diversity, equity and inclusion is unwavering in our work to dramatically improve the health and well-being of all people and communities of Western North Carolina.

Our Values: We live into three key values which uphold our purpose and inform our strategies and decisions.

Compassion with Courage: We will be bold in pursuing our commitment to the people and communities of Western North Carolina by taking smart risks and investing in opportunities for profound impact.

Sustainability with Integrity: We will bring transparency and humility in stewarding resources to support and strengthen Western North Carolina for generations to come.

Partnering with Purpose: We will foster collective impact by promoting collaboration and advancing shared learning.

Our Guiding Principles: Our approach to this work is shaped by three guiding principles.

Keep People and Communities First: We honor the diversity of lived experiences across Western North Carolina by listening to understand before seeking to be understood.

Pursue Strategic and Systemic Change: We seek to catalyze transformative, multigenerational impact through data-informed and culturally competent decisions.

Be Accountable Stewards of Dogwood's Resources: We assume responsibility for making decisions that marshal the Trust's resources for maximum positive impact.

Skill Set and Experience

Required Education: High School Diploma or equivalent

Preferred Education: Bachelor's Degree

Required License: None

Preferred License: None

Required Experience:

- Front End Customer Service: 2 year
- Microsoft 365: 2 year
- Answering Phones: 2 year

Preferred Experience:

- Administrative Assistant: 1 year
- Non-profit management program software: 1 year

Qualifications:

- Dependable -- more reliable than spontaneous
- High stress tolerance -- thrives in a high-pressure environment
- Detail-oriented -- would rather focus on the details of work than the bigger picture
- People-oriented -- enjoys interacting with people and working on group projects
- Dependable - Routine and check-list oriented
- Adaptable - Ability to multi-task and juggle interruptions
- Great communicator - Strong verbal and listening skills (in-person and telephonic)
- Curious - Willingness to learn and further their career in the office setting

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of staff classified in this role.

Employee Signature

Date

Supervisor Signature

Date