

**Seattle Outreach Coordinator and Administrative Assistant
Job Description**

Job Title	Expected Weekly Hours	FLSA Status	Supervisory Role	Reports To
Seattle Outreach Coordinator and Administrative Assistant	40	Non-exempt	No	Program Manager

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Revised By: Suzie Williams
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At Open Adoption & Family Services, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to anyone's identity or any characteristic protected by applicable law. Open Adoption & Family Services believes that diversity and inclusion are critical to our success. We seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

Position Summary:

The Seattle Outreach Coordinator and Administrative Assistant is responsible for building authentic and professional relationships with surrounding community organizations. This includes providing information about OA&FS services, resource materials, and promoting outreach presentations and training webinars. Additionally, they maintain the office setting, perform office administrative tasks including tracking client paperwork, creating electronic records and files, and providing administrative support to the counselors. This position does not involve working directly with children in any capacity.

Key Outreach Responsibilities:

- Work with outreach team members and the Executive Director to implement and inform the organization's outreach plan.
- Make outreach calls/emails in accordance with outreach protocol.
- Schedule and coordinate outreach presentations including - ensuring counselor assignment, coordination of details, preparing outreach materials, and follow-up.
- Track and document outreach activities and presentations in accordance with detailed database outreach protocol.
- Fulfill assigned marketing materials requests and Service Provider online inquiries in a timely manner.
- Identify new organizations within the community and add to database for future outreach.
- Maintain accuracy of outreach database by completing data clean up, adhering to database protocol, and correcting and updating information data as needed.
- Utilize database views, queries, and dashboards to assist in effective outreach practices and data-driven decisions.
- Attend outreach team meetings to discuss current or upcoming outreach projects, tasks, and any new systems, protocols, etc.
- Use critical judgement, problem solving, and creativity to offer suggestions that enhance the effectiveness of the outreach program.

- Utilizing CRM Dashboard views, ensure counselors promptly send BP Referral and Hospital Placement Follow-up emails.
- Monitor inventory of marketing supplies in outreach coordinator's designated office and coordinate with staff person monitoring agency-wide inventory.
- Complete projects as requested.
- Perform other related duties as assigned by the Program Manager or Executive Director.

Key Responsibilities of Administrative Assistant:

- Phone reception and primary in-office reception.
- Create and assist with maintenance of electronic client files and client database records.
- Coordinate the completion of background checks for prospective adoptive parent clients.
- Monitor database views and dashboards that prompt completion of key business flows related to client records, services, and tasks needing completion.
- Facilitate adoption services and finalization of adoptions by sending out reports and corresponding with adoption attorneys and related professionals.
- Provide administrative support to counselors as requested (medical records requests, etc.).
- Track placements pending finalization, to ensure receipt of adoption decree.
- Archive dropped and closed files in accordance with archive protocol.
- Monitor inventory of adoptive parent Introduction Letters and Family Books.
- Manage inventory of office supplies and maintain orderliness of office and common work areas.
- Oversee maintenance of office equipment.
- Send outgoing mail and open/distribute incoming mail to staff or client files accordingly.
- Play key role in organizing OA&FS community wide seasonal gatherings/events.
- Assist with registration and participant communication for routine agency events, including Adoption Information Meetings, Pre-Adoption Seminars, Waiting Family Gatherings, and Birth Parent Support Groups.

Qualifications:

To perform this job successfully, an individual must be able to perform each key responsibility satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Minimum Requirement: GED or a high school diploma and two or more years' experience providing customer relations or office support.

Preferred: Associate's degree in business, social services, communications or similar subject area. Relevant experience, training, and demonstrated skills, preferably within a non-profit setting.

Language Skills:

Fluency in English, with additional languages a plus. Ability to read and interpret documents related to adoption, social services, and staff support. Excellent written and verbal communication skills.

Reasoning Ability:

The ability to apply knowledge and experience to carry out procedures while using written or verbal instructions. The ability to use critical thinking and problem solving to work through complex issues that might come up during day-to-day activities.

Other Knowledge, Skills and Abilities:

- Strong communication skills (phone, email, video conference, in-person).
- Able to provide excellent customer service and has a professional phone manner.
- Takes initiative and thinks strategically and creatively.
- Proficiency with database management.
- Proficiency with Microsoft Office Suite.
- Strong organizational and time-management skills, with the ability to prioritize, meet deadlines, and adapt to changing needs.
- Ability to work independently, as well as participate as an effective team member.
- Sound judgment and decision making.
- Demonstrated commitment to the values of diversity, equity and inclusion.
- Commitment to professional and personal growth and challenge.

Working Conditions / Work Schedule:

Work is performed on location in a standard office setting Monday through Friday, between the hours of 9:00 a.m. to 5:00 p.m. This is not a hybrid position. Occasional evening and weekend work.

Physical Working Requirements:

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations will be provided to the extent possible and appropriate in the event of an ADA qualifying disability.

This position requires the employee to sit for long periods of time; understand the speech of another person, and to speak clearly so listeners can understand; routinely use your hands to grasp, type, move or assemble papers or other small objects. The position might occasionally lift or carry files and boxes that weigh up to 20 pounds.