

Reports to: Vice President of Strategy and Culture  
Status: Non-Exempt

**Job summary**

The Office Assistant oversees day-to-day operations at the Venice Headquarters and provides administrative support to the Sarasota Philanthropy Center, particularly in areas such as vendor coordination, inventory management, ordering, and general facilities support. Reporting to the Vice President of Strategy and Culture, this role ensures smooth daily operations and positive experiences for staff and visitors through front desk coverage, visitor support, and phone reception. The Office Assistant also assists with facilities and operations tasks across both locations, including maintaining supplies, working with vendors, and supporting building maintenance needs.

**Essential Duties and Responsibilities**

**Front Desk & Reception Administration**

- Serve as the first point of contact for all visitors, donors, and vendors, providing a professional and welcoming experience that reflects company values and standards.
- Confidently provide information about Gulf Coast to donors and visitors.
- Professionally and efficiently answer, screening, and route incoming calls promptly and professionally to appropriate personnel or departments.
- Help to coordinate conference room bookings and ensure proper setup and breakdown of meeting spaces with necessary equipment and materials.
- Open, sort, and process incoming mail to identify and record check payments, maintain detailed logs and ensure secure handling of all monetary receipts.
- Manage incoming and outgoing mail, packages, and courier services, ensuring accurate distribution and tracking of all deliveries.
- Process invoices, expenses and other financial transactions.
- In support of the Office and Events Coordinator, enhance and implement office procedures as directed.

**Vendor Relationship Liaison**

- Serve as the primary point of contact between all vendors and the organization. Coordinating communication, scheduling, and service delivery, overseeing vendor performance and service delivery and quality standards.
- Maintain backup vendor relationships for critical services and contingencies.
- Monitor vendor performance and maintain detailed records of service agreements, deliverables, and any issues requiring resolution or escalation, ensuring vendor compliance with organizational policies, insurance requirements and regulatory standards.
- May assist with vendor contract execution and track and monitor renewal management.
- Research and recommend new vendors as needed, conducting cost comparisons and quality assessments to support operational efficiency.

**Administrative and Operational Support**

- Maintain office supply inventory levels at both facilities placing orders proactively to prevent shortages and ensuring cost-effective purchasing practices.
- Coordinate building maintenance requests and facility-related issues at both facilities, serving as the point person for repairs, cleaning services, and office equipment maintenance.
- Assist with onboarding new employees by coordinating workspace setup, access credentials, and necessary equipment or supplies.
- Oversee technology hardware inventory in collaboration with the Director of IT
- Support the Vice President of Strategy and Culture by managing routine administrative tasks, organizing information, and ensuring timely follow-up on operational and facilities-related items.

**Required Education and Experience**

- High School Diploma or equivalent
- Minimum of 2 years of experience in an administrative role
- Proficiency in Microsoft Office suite (Word, Excel, PowerPoint)
- Excellent organizational and time management skills
- Strong written and verbal communication abilities
- Demonstrated ability to multitask and prioritize in a fast-paced environment
- Attention to detail and commitment to accuracy
- Exceptional customer service orientation
- Strong interpersonal skills and ability to build positive relationships
- Proactive problem-solving approach
- Flexibility and adaptability in handling diverse tasks
- Discretion in handling confidential information
- Ability to work effectively both independently and as part of a team

**Preferred Qualifications**

- Experience in a nonprofit or philanthropic organization
- Adaptability and proven ability to learn new tools and technologies quickly

**General Physical Requirements**

- Light work: exerting up to 20 pounds of force occasionally and/or negligible amount of force frequently to move, transport, position, install or remove objects weighing up to 20 pounds across office or various outdoor locations.
- Light work involves remaining in a stationary position most of the time. Occasional moving about and maneuvering objects. Occasionally moves items weighing up to 20 pounds, exerting over 20 pounds of force. Recurrent repetitive motion (such as typing) is involved in performing this role.

**Working Conditions**

- This is an in-office position, with the expectation of working on-site in the Venice Headquarters, with no option for remote work except during inclement weather conditions.
- The employee is not substantially exposed to adverse environmental conditions.
- Events may take place off-site and may necessitate exposure to weather elements.
- Ability to work from multiple locations as needed.

**Disclaimer**

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship for the employer.

**Acknowledgement**

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to request that additional or different tasks be performed as directed by the Employer. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I have reviewed the job description with the employee.

Supervisor Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_