



OFFICE ADMINISTRATOR – Animal Welfare League of Arlington in Arlington, VA

Office Administrator

The Office Administrator is responsible for providing administrative and clerical support services in order to ensure effective and efficient operations of the League. The Office Administrator is responsible for providing support to the administrative team members, managing the League's retail inventory, scheduling, front desk office assistance, equipment maintenance, daily paperwork, filing, and preparing documents for management as needed. This position is based in Arlington, Virginia.

About the Animal Welfare League of Arlington

Since 1944, the Animal Welfare League of Arlington has been committed to improving the lives of animals. The League provides temporary care and refuge for homeless and suffering animals; places animals in loving responsible homes, provides animal control services to Arlington County, and subsidizes county funds to provide a wealth of animal welfare and community services. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare League of Arlington is dedicated to creating a world where all companion animals find compassionate and permanent homes. For more information, please visit www.awla.org

Reporting Relationships

This position reports to the Director of Finance and Administration and works to support a team of 2 administrative staff members which consist of a Human Resources Manager and a part time Bookkeeper. The Office Administrator will also work closely with all AWLA staff members, volunteers and the general public on a regular basis.

RESPONSIBILITIES

- Maintain the League's retail inventory including ordering, stocking and merchandising
- Keep the front office organized by providing an efficient and functional space for employees and the public
- Manage voice mail and phone system for the League including maintenance of phone equipment
- Maintain billing accounts for all League office equipment and services including janitorial, copier and postage meter
- Manage maintenance contracts on office equipment and ensure necessary repairs or replacement parts are received
- Create, distribute, and share via Google Docs the weekly and monthly front desk schedule
- Generate and maintain time cards for all League staff
- Monitor and calculate timecard hours for all League staff
- Retain equipment maintenance records, prepare invoices, and coordinate repairs to office equipment



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- File the League's custody and owner surrender records
- Distribute daily paperwork to various departments on a regular basis
- Update and maintain front office Administration and Program books
- Order staff uniforms and business cards as needed
- Schedule staff vaccinations upon new hire as well as bi-annually for current staff
- Manage lost and found animal files and reports in animal sheltering computer program and communicate with public on potential matches on a daily basis
- Restock forms as needed
- Provide front office reception assistance a minimum of ten (10) hours per week including one (1) evening a week and one (1 - 2) weekend days a month
- Provide administrative support to the Director of Finance/Administration, the administrative team members (which include Human Resources and Bookkeeping), and to the League's Leadership team as needed
- Prepare and set up for all staff meetings ensuring tables, chairs, food and drinks are organized
- Take minutes during staff meetings and distribute to all League staff in a timely manner
- Organize office supply donations
- Act as liaison for burglar alarm system
- Perform other related duties as assigned including but not limited to additional front desk hours when necessary

External Relations

- This position is required to interact directly with the public working at the front desk in customer service and adoptions, as well as dispatch animal control calls on a rotating basis with other staff members a minimum of ten (10) hours per week.

Required Qualifications

- 4+ years of professional work experience in a combined office and customer service setting
- Ability to set priorities, develop routines and manage large workloads
- Readiness to assume multiple duties and tasks
- Ability to work independently as well as with others in a wide variety of circumstances and with a diverse group of individuals
- Ability to maintain composure in stressful and sensitive situations while in the public eye
- Exceptional customer service, listening, and decision making skills
- Strong verbal communications skills and demonstrated ability to write clearly and effectively
- Highly organized, and detail-oriented with the ability to handle multiple projects at once
- Flexible schedule to allow for one (1) evening a week and one (1 - 2) weekend days (Saturday or Sunday) a month work schedule
- College degree, or equivalent work experience in a similar role
- Strong computer literacy

Desired Qualifications (helpful but not required)

- Experience in the fields of animal care or animal welfare
- Experience with "hands on" nonprofits



- Experience working with PetPoint

Personal Characteristics

- Commitment to the mission of Animal Welfare League of Arlington
- Energetic, hard-working, and a team player
- Ability to work in a fast paced, ever evolving atmosphere
- Discretion with confidential and sensitive information

Travel Requirements

This position may be asked to attend meetings and other community events within Arlington County

Typical Physical & Mental Demands

Requires frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and various weather conditions. May assist in animal restraint and deal with distressed animals, and could be subject to bites and scratches. May be required to lift heavy items or animals and be physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions.

Must be comfortable around dogs, cats, small companion animals and all wildlife.

Will be required to receive rabies prophylaxis vaccine, hepatitis-B, and tetanus vaccinations.

Compensation

This is a full time, non-exempt, hourly position with medical benefits and vacation and sick time. The compensation for the position is within the SAWA median range.

To Apply

Please submit the following application materials to Claudia West at jobs@awla.org with Office Administrator in the subject line:

- A thoughtful cover letter describing your interest in the position and relevant experience/qualifications
- Current and up to date Resume
- Salary history for the last three positions held and/or current salary requirements

Animal Welfare League of Arlington is an Equal Opportunity Employer, with a commitment to diversity in the workplace.

Applications will be considered on a rolling basis. Position will remain posted until filled. No phone inquiries, please.



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