



OFFICE ASSOCIATE – Full Time – Animal Welfare League of Arlington

The Office Associate is responsible for providing administrative, clerical and IT support services in order to ensure effective and efficient operations of the League's administrative office. The Office Associate is responsible for 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

The Animal Welfare League of Arlington (AWLA) provides animal adoption and community programs to Northern Virginia and D.C. Metropolitan areas, as well as animal rescue, control, and wildlife services within Arlington County. For more than 75 years, AWLA has remained committed to its mission to improve the lives of animals and the people who love them by providing resources, care, and protection. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare League of Arlington is dedicated to creating a humane community in which animals and people live together harmoniously. For more information, please visit www.awla.org.

Reporting Relationships

This position reports to the Director of Finance & Administration and works to support a team of two (2) additional staff members (Human Resources Manager and a part time Bookkeeper). The Office Associate will also work closely with League staff, volunteers, and the public.

RESPONSIBILITIES

- Manage voice mail and phone system for the League including maintenance of phone equipment and condensing the current voicemail script
- 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 as well as Bluefin credit card system and onsite vending machine
- File the League's custody and owner surrender records
- Distribute daily paperwork to various departments on a regular basis
- Take minutes during staff meetings and distribute to all League staff in a timely manner. This includes setting up the room for meetings and providing snacks
- Acts as liaison for the alarm system and ensures all staff are trained on how to operate it. Also adds and removes alarm codes as needed
- Organize the copier room and sort office supply donations
- Oversee annual staff holiday party and any ad hoc office parties
- Maintain (by reminding contributors to add new content) the All Staff Weekly Newsletter and share/publish it on a weekly basis
- Maintain the annual kitchen/fridge cleaning schedule and calendar
- Organize Office Cleaning Day



- Act as liaison with computer maintenance vendor, coordinate tasks when IT services technician is on site or working remotely
- Maintain computer, laptop and tablet inventory
- Maintain an organized server room
- Maintain current copier room mailboxes, creating name tags and mailboxes for employees
- Order uniforms, polos, and fleece vests for staff and maintain Lands' End business store
- Order business cards and name plates for new staff and staff transitions
- Ensure desk/computer/phone set up for new staff by coordinating with the hiring manager
- Schedule staff vaccinations upon new hire as well as bi-annually for current staff
- Maintain spreadsheet with current staff vaccines history along with hard copies of vaccine records
- Maintain and update staff contact list, phone extensions and org chart via Organimi
- Provide high quality customer service; work to create a positive experience for all visitors coming to the shelter
- Function comfortably in a fast-paced environment: ability to carry out several tasks at the same time; answer phones, transfer calls and return messages
- Provide information to clients on animal guardianship, animal care and local ordinance
- Reply to customer inquiries in a courteous, efficient and professional manner providing a high level of personalized customer service
- Create receipts and process payments accurately, following departmental protocols
- Maintain a clean, organized work space. This may include filing paperwork, sorting donations, and light daily cleaning.
- Availability to work weekends, evenings, holidays if needed
- Other duties as deemed necessary and consistent with the mission of the League

Required Qualifications

- Two plus (2+) years of professional work experience in a similar role, preferably in an animal welfare environment
- This position requires the individual to be self-directed while also being able to take direction well from a variety of managers
- Ability to pass a background clearance
- Knowledge of office systems
- Familiarity with office management procedures and basic accounting principles required
- Ability to remain calm and composed in sensitive and emotional situations and show compassion in difficult situations
- Excellent interpersonal and written communication skills
- Flexible schedule with availability to work weekends, evenings, holidays and overtime if needed
- Ability to work comfortably with and around animals in the office
- Passion and commitment to the ethical treatment of animals and the mission of the League
- Excellent people and customer service skills, pleasant demeanor, patient and professional
- Demonstrated ability to engage and inspire
- Detail oriented with proven organizational and follow through skills, capacity to work well under pressure in an ever-changing environment



- Highly resourceful, flexible, and a strong work ethic
- Able to set priorities and manage a variety of personalities
- Strong computer literacy and excellent knowledge of MS Office, Word/Excel and Google platform

Desired Qualifications (helpful but not required)

- Experience in the field of animal welfare, animal sheltering or customer service
- Experience with “hands on” nonprofits
- Experience working with PetPoint
- IT knowledge is a plus

Personal Characteristics

- Enthusiasm and energy to make the workplace an enjoyable place to be
- Ability to work independently as well as with others in a wide variety of circumstances and with a diverse group of individuals
- Energetic, hard-working, and collaborative
- Positive and professional image in representing AWLA, both internally and externally
- Discretion with confidential information

Travel Requirements

This position may require occasional travel in order to attend meetings and other community events (<10% of time).

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 variable indoor and outdoor temperatures. May assist in animal restraint and deal with distressed or dangerous animals, and could be subject to bites and scratches. Requires manual dexterity to keep a strong animal on leash or operating a door while holding a strong animal on leash simultaneously. May be required to lift heavy items or animals (upwards of 50 lbs) and be otherwise 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, reptiles, amphibians and wildlife.

Will be required to receive rabies prophylaxis and tetanus vaccinations.

Compensation

This is a full time, non-exempt position. Generous benefits include: medical, dental, and vision coverage (available for purchase at a discount rate), annual paid holidays, floating holidays, 7% employer retirement contribution after 2 years of employment and much more. This position



qualifies for the Public Service Loan Forgiveness Program. The compensation for the position is within the AAWA (Association of Animal Welfare Advancement) median range at \$16.50 per hour and the League pays a **salary bonus** for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese.

Working Hours

Typically, 38-40 hours per week. This position is flexible with the option to work either 5 days a week/8 hours a day or 4 days a week/10 hours a day with the possibility to work 1 day a week from home after 6 months of employment.

To Apply: Please submit the following application materials to Claudia West and apply directly through our website: <https://www.awla.org/about/careers/>

AWLA welcomes applications from people of color, indigenous people, LGBTQ individuals, and other communities that have been marginalized and disproportionately impacted by violence and abuse. AWLA maintains a diverse and dynamic workforce and is committed to providing equal employment opportunities (EEO) to all employees and applicants for employment and promotions without regard to race, color, religion, gender, sexual orientation, gender identity, marital status, veteran status, age, national origin, disability, or any other basis protected by federal, state or local law. Applications will be considered on a rolling basis. Position will remain posted until filled. **No phone inquiries, please.**