



Position Title: Administrative Support Coordinator
Reports to: Executive Director
Schedule: Full time, Monday - Friday, approximately 33-40 hours per week, some evenings and weekends as needed

The core priorities for this position are:

1. Communications - Support the Executive Director with keeping correspondence up to date. Schedule meetings and appointments as directed by the Executive Director. Return routine phone calls and emails in a timely manner.
2. Medical Data - Develop proficiency with the animal records database (ShelterLuv) as well as clinic management software (ClinicHQ). Enter information into medical records (paper and digital). Review medical records for upcoming or past due treatments and procedures. Assist in maintaining accurate medical information and shelter and clinic pets.
3. Gift Recording, Acknowledgement and Stewardship - Accurately record gifts from various sources (mail, online platforms, stock gifts, third-party vendors) in donor database of record (currently Little Green Light/LGL), prepare and send gift acknowledgements both electronically and by mail.
4. Database Management & Data Integrity - Maintain and organize donor and constituent information in the CRM to ensure accurate and reliable data. Perform routine data maintenance, update records, and document workflows to streamline processes. Prepare data for uploads, exports, and mailings. Generate detailed reports to provide insights into fundraising performance, donor engagement trends, and the effectiveness of campaigns.
5. Research & Reporting - Provide reports (using organizational software and databases) and research topics relevant to shelter operations and development as requested. Analyze data and provide insightful feedback.
6. Technical Writing - Create educational materials to market UVHS' community resources. Assist in writing and formatting newsletters and mailings.
7. Events - Support event planning, preparation and execution.
8. All other administrative tasks as assigned by the Executive Director.

Philosophical Alignment

- UVHS continuously improves the employee experience and strives for a culture that inspires people to do the best work of their life. We encourage growth, show appreciation for staff and volunteers, respect everyone equally, and seek to apply best practices in business leadership and management.

Qualifications Required:

- Excellent written and verbal communication skills are a must.
- Proficient in computer systems and software, with the ability to quickly learn and navigate new platforms.
- Technical writing experience.
- Good judgment, professionalism, and ability to represent UVHS with positivity.
- Support the UVHS mission and policies.
- Ability to lift 25 pounds and sit or stand for extended periods of time.

Acknowledgement: This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Nothing in this position description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

All employment at Upper Valley Humane Society is at-will.

By signing below, I acknowledge that I have received, read, and understand my position as described in this job description.

Employee Signature

Date

Management Signature

Date