

DNS-OARC Administrator Job Description

Mission:

Play a key role in growing OARC as a well-managed, customer-focused, autonomous, neutral nonprofit. Perform administrative tasks required to ensure that OARC functions effectively as a sustainable membership organization. Support other OARC Staff in setting and raising high standards of service and support for prospective and existing OARC Members. Assist in developing new tools and processes to improve OARC's internal effectiveness, efficiency and customer service.

Specific tasks:

1. Support of OARC Members and other stakeholders:
 - Point of contact and assistance for OARC members, users, donors, sponsors, directors and staff requiring administrative support
 - Tracking annual renewal of member subscriptions, and non-paying supporter in-kind contributions
 - Ensure currency, correctness and integrity of OARC's record-keeping and member/supporter database, including regular refresh contact with participants
 - Processing of new member/supporter applications
 - Work with OARC Accounting and Membership Co-ordinator to ensure timely invoicing and payment from members, sponsors and donors, assuring Accounts Receivable is kept current
 - Ensuring all members, supporters and donors have signed off on current contract versions

2. Maintenance, development and support of OARC's internal administrative processes:
 - Filing and scanning of physical documents, ensuring paper and electronic records are kept current, secure, and accessible
 - Keep all company records up-to-date including: Member Portal for members, CRM for prospects, Quickbooks, and OARC website
 - Document existing workflow data-gathering and processes
 - Provide feedback to assist OARC developers in implementing new web-based tools to automate workflow
 - Propose and implement improvements in OARC workflow and tools
 - Assist President/Secretary with documents, presentations, and proceedings at company Board and General Meetings
 - Keep company's registrations with various government, financial and other agencies current and renewed
 - Handling of general correspondence and editing/management of OARC documents
 - Management of OARC service supplier relationships and physical office facilities
 - Administration of company insurance policies

3. Finance/Accounting functions (Desirable)
 - Vendor Bills (Accounts Payable)
 - Invoicing of and collection from clients (Accounts Receivable)
 - Liaison with member purchasing contacts and processes to secure payment approval as needed
 - Banking: handling of inbound and outbound payments, inquiries, tracking transactions and balance
 - Generation of monthly Profit & Loss, Balance Sheet and Aged Debtor reports, by the first Friday of the

- subsequent month, in time for the monthly Board meeting
 - Generation of quarterly financial forecasts
 - Generation of annual financial statements in a form suitable for presentation to auditors and in the annual member report
 - Co-operation with auditors to ensure a timely and compliant audit process
 - Compliance with all relevant state and federal tax regulations and requirements
4. Other functions:
- Liaison with and support of Membership Co-ordinator in the running of OARC events as needed
 - Assist with travel, registration and general logistics at OARC Workshops
 - Research and apply for grants as required to support OARC's development projects
 - Interact with community via e-mail lists and online chat to answer questions and facilitate discussion
 - Enable and ensure effective communication and information sharing within OARC team and community
 - General assistance to OARC President, Board, Staff and Members, and other tasks in support of DNS-OARC activities and projects as required

Role Requirements:

1. Experience:
 - Serving high-value stakeholders in a customer service and sales environment
 - Familiarity with the unique needs of nonprofits
2. Required Skills:
 - Advanced use of traditional office productivity tools, including e-mail, word processing, spreadsheet, presentations, data entry
 - Use of distributed cloud-based remote collaboration tools
 - Flexible self-starter who thrives in a less structured startup environment
 - Motivated to work in a nonprofit, public-benefit culture
 - Understanding of the nature and use of web-based CRM, Chat, Portal
 - Ability to work unsupervised as part of a geographically-distributed team
 - Excellent communications skills both in person and via electronic media
3. Desirable Skills:
 - Familiarity with more than one of Windows/MacOS/Linux desktop operating systems
 - Experience of client procurement platforms, e.g. SAP Aruba/Fieldglass
 - Working in an international business-to-business environment
 - Good on-line security awareness and practices including use of encrypted messaging
4. Location:
 - Most of this role will be on the same remote-team work-from-home office basis as all other OARC positions
 - However, certain functions involving handling of physical records/correspondence, audit, and liaison with/support of the OARC President/Secretary need to be performed based out of OARC's office
 - Ability to work from OARC's office in Indianapolis, Indiana, at least one day per week is strongly preferred
5. Contracted Hours:
 - At least 80 hours per month, or 100 hours/month if Finance/Accounting functions included.