Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Administrative Coordinator

Department: Emily Dickinson Museum Report to title: Executive Director

Full Time: Yes Part Time: Date Prepared: 5/13/2019

Job Group & Level: AO4 Regular Daily Work Schedule: 8:30 am to 4:30 pm

Pay Type: Weekly Yes Monthly _____ Months Per Year: 12 Hours Per Week: 35

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Administrative Coordinator supports the administrative and logistical efforts of the Emily Dickinson Museum; serves as a liaison to the campus community and the general public; and manages inventory and the financial health of the Museum shop; and manages databases. In addition, the Coordinator recommends and implements process improvements to meet organizational needs and optimize efficiency, as well as creates and documents procedures for financial operations.

Takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

Financial Operations (45%)

- Manages the financial operations of the museum shop including inventory.
- Processes all accounts payable/receivable, invoices for remittance, charges/credits, purchasing card transactions, reimbursements, special payments and honoraria, and gift transactions.
- Provides reports and interprets data for future program/financial planning.
- Reconciles cash and credit tills, calculates/distributes funds to appropriate earned income accounts, and prepares cash deposits.
- Prepares payroll for processing.
Administrative (25%)
- Prepares documents, correspondence, and reports.
- Coordinates the printing, production, and mailing of mass communications including annual fund solicitations, gift acknowledgements, and tribute notifications.
- Maintains the central calendar, scheduling meetings and events, and space use.
- Purchases and maintains office supplies, equipment, and merchandise.
- Maintains files and electronic systems.
- Fields inquiries and on-line gift shop orders.
- Assists with the maintenance of the website.
- Proofreads/copyedits development and public relations materials.
- Provides administrative support to the Executive Director and other staff.

Database Management (15%)
- Manages data in eTapestry and TAM point-of-sale database systems.
- Generates and analyzes inventory and sales reports in TAM database, and makes recommendations.
- Provides training for staff using the databases.

Programs, Events & Tours (10%)
- Coordinates logistics for fund-raising events and Board of Governors’ meetings.
- Maintains detailed records of tour admissions and program attendance.
- Provides staffing support for programs and special events, and Tour Center as needed.
- Creates invitations.

Performs other duties/functions as requested (5%)

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Communicates accurately and effectively, both verbally and in writing, fielding a wide variety of queries by phone and email, and in person. Interacts with employees and volunteers in the Museum and College, as well as individuals outside the organization. Frequent contact and interaction with College staff at Controller’s office, Facilities, and Dining Services. Serves as liaison with software vendors for maintenance, service, and upgrades.

4. Education: (include certifications and licenses)
   Required: Bachelor’s Degree or 5 years of related experience in lieu of a degree
   Preferred:

5. Experience: (List specific skills necessary to perform this job)
   Required:
   - 3 years of related experience
• Demonstrated proficiency in MS Outlook, Word, Excel, and Access, and ability to learn and utilize new software programs
• Strong verbal and written communication, customer service, problem solving, organizational and time-management
• Experience composing text for program descriptions and websites, acknowledgement letters and other correspondence, sales materials, etc.
• Demonstrated high level of attention to detail and initiative
• Commitment to diversity and inclusiveness
• Work occasional weekends and/or evenings to support events or Tour Center operations

Preferred: More than 3 years of administrative experience

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Lift, carry, push, and pull up to 15 lbs.; repetitive motions including hands, wrists, and fingers; visual – normal concentration; frequent sitting and walking (to one or more College buildings for mail pick-up and delivery); climbing (work station is on second floor along with most office equipment).

7. Decision Making:

Independently applies advanced skills to resolve complex problems. May modify processes to resolve situations/problems.

8. Supervision Exercised/Received:

Exercises occasional supervision of a student worker and/or casual employees. Receives minimal supervision from Executive Director and functional supervision from other staff requesting assistance with and overseeing specific projects.

Supervisory Responsibility: Yes _________ No X ________

Number of Employees Supervised: