



Position Description for AGENCY SUPPORT ASSISTANT

(New Position as of 1/1/25)

Big Brothers Big Sisters of Central Iowa is seeking a dedicated and friendly Agency Support Assistant to join our team. This position will play a crucial role in ensuring smooth daily operations by providing administrative support and assisting various departments, including Programs, Fund Development, Operations and Marketing. The ideal candidate will be organized, detail-oriented, and possess excellent communication skills.

Big Brothers Big Sisters of Central Iowa works to defend, ignite, and empower potential in youth through strong, enduring, and professionally supported mentoring relationships between adult volunteers (Bigs) and children (Littles), ages 5 through 18, in Polk, Dallas, and Warren counties. BBBSCI partners with parents/guardians, volunteers, schools, donors, and others in the community to be accountable for helping youth in our program achieve:

- 1.) Educational success,
- 2.) Avoidance of unhealthy behaviors, and
- 3.) Higher aspirations, greater confidence, and better relationships

EMPLOYMENT CATEGORY:

- Full-time – 40 hours per week; eligible benefits include generous PTO, 11 paid holidays, medical and dental, vision, life, disability and other voluntary insurance, and 401(k) matching
- Non-exempt – compensated on an hourly basis and is eligible for overtime

POSITION RESPONSIBILITIES:

Required duties may include:

- Manage the front desk operations by serving as the first point of contact for visitors and callers, including greeting and directing visitors, handling incoming and outgoing mail, providing a warm and welcoming environment, and maintaining a tidy reception area.
- Provide outstanding customer service by responding to direct inquiries and taking messages as necessary.
- Support the Programs Department with scheduling meetings, promoting and coordinating match activities, assisting with enrollment steps, providing reminder communications regarding upcoming program sessions, and connecting with Big and Little alumni.
- Provide assistance to the Fund Development Department by processing donations, managing donor communications, and helping with fundraising events.

- Collaborate with the Marketing Department by preparing promotional materials, managing social media updates, and helping with outreach efforts.
- Coordinate Adopt a Family program annually during the holiday season.
- Maintain office supplies inventory and assist with ordering supplies as needed.
- Perform general administrative tasks, including data entry, filing, and document management.
- Other duties as assigned in support of the organization's mission.

POSITION QUALIFICATIONS:

- High school diploma or equivalent; additional administrative or secretarial training is a plus.
- Previous experience in a receptionist or administrative role preferred.
- A passion for the mission of Big Brothers Big Sisters of Central Iowa and a commitment to making a positive impact in the community.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, and Teams) and comfortable with technology.
- Ability to work individually while positively contributing to a team environment.
- Strong interpersonal skills and the ability to communicate effectively with diverse audiences.
- Ability to multitask, prioritize, and manage time effectively in a fast-paced environment.
- Pass Department of Criminal Investigation, Department of Transportation and Child Abuse Registry background checks according to organization's standards
- Possess a valid (United States) driver's license

COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN BBBSIA:

- Inclusive, resilient, resourceful, with a service-to-others mindset
- Innovative thinker and problem solver
- Strong work ethic, initiative, time-management and organizational skills
- Excellent interpersonal skills with a diverse group of colleagues and stakeholders
- Displays a sense of cultural competence and has experience practicing inclusivity amongst a variety of populations

Interested candidates should submit a resume, cover letter outlining their qualifications and interest in the position, and salary requirements to:

Tony Leo
 Director of Programs
 Big Brothers Big Sisters of Central Iowa
tleo@bbbsia.org

Join us at Big Brothers Big Sisters and be part of a team that changes lives every day!