



Administrative Coordinator

Jackson County CASA (Court Appointed Special Advocates) is a 501(c)(3) nonprofit organization that mobilizes community volunteers who act as advocates for children who have experienced abuse and/or neglect and are under the jurisdiction of the Jackson County Family Court. Our clients face multiple risks, including permanent separation from their birth families due to factors such as substance use disorders, untreated mental health, and intimate partner violence, all of which are often the rooted effects of poverty, community violence, and intergenerational trauma. In order to mitigate these risks, CASA Volunteer Advocates engage in fact-finding and relationship building with their child clients in order to make recommendations about all their needs. Collaboration with our child clients and their families is one of our most crucial values and is what promotes excellent advocacy and just outcomes in a complex child welfare system.

Our model is simple: Every child client is assigned a volunteer advocate, who has been rigorously screened and extensively trained, and a guardian ad litem/attorney who advocates for their best interest. This team has access to staff social workers and child welfare experts who help them provide individualized advocacy grounded in evidence-based practices. Together, they assure the best possible outcomes for their children and increase the likelihood for families to be reunited.

At Jackson County CASA, we value our Volunteer Advocates, each other, and most importantly the children we serve. We work hard, love to learn, celebrate our successes, and support one another, all while having a ton of fun! **And best of all, Jackson County CASA is expanding its services and will soon represent all children in Jackson County under the Court's jurisdiction.** This means that we are doubling our service population and that's why we need you! With more staff and Volunteer Advocates, Jackson County CASA will be able to work toward its vision of ensuring every child involved with the Jackson County Family Court due to abuse or neglect will grow up in a safe and permanent home.

OUR VALUES

Connection: We believe that every person deserves meaningful relationships with supportive and loving adults, family, and community and preservation of their cultural heritage, traditions, and identity.

Respect: We value people of all backgrounds and identities and believe that every person deserves to be honored, included, and heard.

Collaboration: We recognize that effective progress and problem-solving require diverse voices, ideas, and perspectives.

Integrity: We honor our commitments to our children and the Court with transparency, honesty, and fairness.

Responsibility: We maximize our resources and support through accountability to our children, stakeholders, and community.

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

The Administrative Coordinator ensures smooth day-to-day operations of the agency by delivering exceptional front-office reception, assisting with donation management, and offering support to the agency's programs and events. This position requires an individual who is highly organized and enthusiastic about greeting and directing guests, providing administrative support, and contributing to a positive and efficient work environment.

SUPERVISION RECEIVED

Director of Administration

SUPERVISION EXERCISED

Supervision of office volunteers, as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Front Office Reception & Customer Service

- Serve as the first point of contact for all agency guests by greeting and directing or escorting them to the appropriate location. Manage guest sign-in and sign-out logs.
- Answer the main phone line and screen and direct phone calls. Take and deliver messages when necessary.
- Receive mail and packages and distribute items accordingly.
- Operate office machines, including copiers, scanners, phone and voicemail systems, personal computers, and other standard office equipment. Train staff members on the use of office equipment and provide them on-going support.

Donation Management & Reconciliation

- Manage the receipt of all agency donations received via mail and email. Record donations in donor database Salesforce.
- Create and send donor thank you letters.
- Complete weekly donation deposit reconciliation by cross-referencing Salesforce records with donor information. Provide detailed deposit reports to the President & CEO, Director of Finance, and Fund Development Team.

Program and Event Support

- Support staff in managing incoming case-related mail and email, ensuring all communications are directed to the appropriate staff members.
- Assist with various program tasks, including data entry, opening and closing case files, creating appointment letters and business cards for volunteers.
- Provide administrative support for various organizational meetings and events, including volunteer training, Board of Director meetings, staff meetings, and fundraising events.

Data Entry

- Perform data entry, as needed, ensuring all information is accurately recorded in systems and databases used by the agency.

Facility and Equipment Maintenance & Inventory

- Monitor the maintenance of office equipment. Coordinate with the IT support team, phone service, and AV providers to ensure all technology and communication systems function optimally.
- Take primary responsibility for the CASA house and grounds, ensuring the physical space is maintained in a manner conducive to the work of the organization and the needs of visitors and staff.
- Oversee the scheduling of various facility maintenance professionals.
- Inventory and oversee the purchasing of office supplies.

Professional Integrity and Development

- Will complete a minimum of 12 hours of annual continuing education programming.
- Embrace a culture of continued development by participating in an annual performance review with the Director of Administrative Services and documents one's own milestones and achievements, as well as opportunities for growth.

Other Duties

- Must complete CASA Pre-Service Training within three months of start date.
- Perform other related duties as requested by the President and CEO or agency directors.

QUALIFICATIONS and ENTRANCE REQUIREMENTS

EDUCATION and EXPERIENCE

- High school diploma or equivalent preferred.

- 2+ years of administrative work in an office setting and customer service experience required.
- Strong written and interpersonal communication skills.
- Proficient in Microsoft Office programs and comfort working with computers and databases.
- Ability to handle sensitive and confidential matters.

ESSENTIAL QUALITIES

- Highly organized, with great attention to detail.
- Promotes the dignity and well-being of all clients, staff, and volunteers.
- Ability to work with minimal supervision.
- Must be able to demonstrate adaptability.
- Commitment to Jackson County CASA's mission and values.

SPECIAL REQUIREMENTS

- Must submit to and pass a criminal and child abuse and neglect background check.
- Must have flexibility to work some nights and weekends.

SCHEDULE and WORK LOCATION

Full-time (40 hrs/wk). Most work will be conducted M-F, 8:30 a.m.-5 p.m. Some evening and weekend hours may be required. Jackson County CASA is located at 2544 Holmes, KCMO 64108.

PHYSICAL and MENTAL DEMANDS and WORK ENVIRONMENT

- Prolonged periods of both standing, walking, and sitting at a desk and working on a computer will be required. Will be required to use hands and fingers frequently. Will climb and descend stairs, grasp, handle, feel, and operate objects, tools, and controls. Will be required to bend, kneel, and crouch; speak, hear, and read both in quiet, loud, private and public settings, both large and small. In-office and out-of-office public contact with people. Vision abilities include close and distant vision, and the ability to adjust focus.
- Must be able to lift and move up to 25 pounds.
- The noise level of the office environment is often low to moderate. Position is subject to the usual office interruptions associated with providing service and performing multiple duties in an office environment.
- In-person contact with people inside and outside the office environment will be required.
- Proper grooming and hygiene are required. Attire for this position is generally business casual but there may be times that attire is professional, as determined by the setting.
- Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

STARTING PAY

This position is non-exempt. Hourly pay range starts at \$18/hr and is DOE.

BENEFITS

Benefits include 15 days paid time off & 15 days paid leave earned within the first year of employment, and paid holidays. 100% employer paid health insurance, 100% employer paid dental, vision, life, and long-term disability insurance. Simple IRA with match. Employee Assistance Program. Jackson County CASA is a child-centered, supportive, and collegial work environment.

APPLICATION INSTRUCTIONS

Submit a cover letter and resume to hr@casakc.org. Please submit a detailed cover letter indicating your interest and qualifications for this position. Resumes submitted without a cover letter will not be considered. No phone calls please.

OUR COMMITMENT

Jackson County CASA is an affirmative action, equal opportunity employer committed to building and supporting a culturally diverse and inclusive work environment that values all staff members' backgrounds and perspectives. We encourage applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation,

gender identity or expression, age, national origin, marital status, disability or veteran status. We are committed to providing reasonable accommodation to qualified individuals with disabilities.

This job description provides a general, but not comprehensive, list of essential responsibilities and qualifications required. It does not represent a contract of employment and Jackson County CASA reserves the right to change the job description and/or posting at any time without advance notice.