

Company: Washington Counties Insurance Fund (WCIF)
Job Title: Office Coordinator
Salary Range: 2
Status: Non-Exempt
Date Last Revised: May 9, 2022

SUMMARY:

The Office Coordinator provides the initial contact point to callers and visitors to WCIF. The position requires a courteous and helpful disposition and the ability to greet callers and visitors professionally and politely. The Office Coordinator is responsible for a wide variety of administrative support duties for WCIF staff. The position also has the overall responsibility to ensure that the office is adequately supplied with all required materials and supplies, and that all office equipment is in good working condition.

ESSENTIAL FUNCTIONS:

1. Answers incoming phone calls and directs them to appropriate staff.
2. Picks up and sorts mail daily and delivers to appropriate staff.
3. Deposits checks in WCIF bank accounts.
4. Receives and ships packages.
5. Provides administrative support to WCIF staff to assist in balancing the overall workload.
6. Maintains all office equipment ensuring that the equipment is properly stocked and adequate backup stock is available.
7. Acts as WCIF liaison to IT, office equipment, and phone and utility providers.
8. Maintains inventory of all office and janitorial supplies and is responsible for ordering supplies as needed to maintain appropriate inventories.
9. Provides meeting coordination support including invitation preparation, room and venue reservations, menu selections, attendee lists, and RSVP administration.
10. Develops and maintains contact and distribution lists and provides updated lists to staff, the third-party administrator, WCIF consultants, and other WCIF partners as appropriate.
11. Updates and maintains Customer Service and Marketing Management Database.
12. Prepares benefit materials to include printing, collating, packing, and shipping materials for benefit fairs and other member or marketing presentations.
13. Assists in organizing, preparing, coordinating, and reviewing materials and communications to ensure that all information is provided timely and accurately.

14. Assists with website maintenance as requested by the Graphic Design & Wellness Coordinator.
15. As budget and time constraints allow, attends educational and training classes in order to competently fulfill job responsibilities.
16. Assists other WCIF staff, as may be required, in completing critical tasks or projects in an accurate and timely fashion.
17. Successfully completes special projects as may be assigned by the Executive Director or other management staff.
18. Works both independently and as part of a cohesive team with other WCIF staff members to facilitate the effective and efficient operation of WCIF in order to accomplish organizational goals.
19. Conducts themselves in a professional manner in both appearance and conduct at all times.

ORGANIZATIONAL RELATIONSHIPS:

The Office Coordinator reports directly to the Executive Director, but project supervision and training may also be provided by other management staff. The Office Coordinator may be required to supervise temporary staff.

QUALIFICATIONS AND SKILLS:

The Office Coordinator must have excellent communication and people skills and the ability to establish and maintain effective working relationships with staff, clients, and the public. The position requires the ability to multitask and to ensure that projects are completed on time. The Office Coordinator must have the ability to work under pressure to meet strict deadlines. In addition, the position requires proficiency in Microsoft Office software including Word, Excel, and PowerPoint. As some travel is required for this position, a valid Washington State Driver's License is required.

BEHAVIORAL STANDARDS:

As an organization and as individuals, we at WCIF value honesty, integrity, transparency, commitment, and mutual respect in interactions with our members, our partners, the public, and each other. All employees are expected to represent WCIF in a positive and professional manner that exemplifies these values.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

The majority of the Office Coordinator's duties are performed in an office environment, but some travel, including overnight and air travel, is also required. Continuous repetitive arm and hand movement is essential to performance. Must be able to discern voice conversation, have the physical ability to perform essential job functions, have hand-eye coordination sufficient to operate computers, phones, and other office equipment such as postage machine, fax, and photocopier. Must also be able to produce legible handwritten documents and must be physically capable of lifting up to 50 pounds, if necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

The duties set forth in this job description are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them from the position if the work is similar and a logical assignment to the position. This job description does not constitute an employment agreement and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature of Employee

Date

Signature of Executive Director