

Office Specialist Job Description

Position Title: Office Specialist

FLSA Status: Non-Exempt, Full-Time

Core Program Competencies: Finance & Administration

Department Name: Finance and Administration

Supervisor's Title: Finance & Administration Coordinator

Pay: \$15/hour

Benefits: Individual Retirement Account, Free Basic Health Insurance, Vision Insurance, Short Term and Long-Term Disability, Life Insurance, Tech Stipend, 11 Paid Holidays, 15 PTO Days, PSL

Location: Buffalo, NY

Organization Mission: Our mission is to strengthen communities through a continuum of educational and financial resources, removing systemic barriers to economic equity for all Western New Yorkers.

Websites: www.wedibuffalo.org, www.westsidebazaar.com

Programs Overview:

WEDI fulfills its mission and vision through two focus areas: Economic Development and Education. WEDI's Economic Development focus area provides multi-faceted support to aspiring and early career entrepreneurs through two programs: Microloans and the West Side Bazaar (a small business incubator and community gathering space). Our Economic Development programs are available to economically disadvantaged adults earning 80% or less of the AMI (Area Median Income). WEDI's Education focus area supports English Language Learners (ELLs) to achieve literacy through four programs: ENERGY (Elementary-aged students), FLY (middle schoolers), Launch (high schoolers), and Peer Support Groups. WEDI's programs and services are available to underserved residents of Western New York including elementary and middle school-aged ELLs in the 14213-zip code (ENERGY and FLY) and students at Lafayette International Community High School (Launch).

Position Summary

WEDI's Office Administrator will be responsible for providing excellent customer service experience for all clients and partners entering the office or communicating via email or phone. They will assist staff with office practices, ordering supplies, technical support, and leading staff meetings. This position requires superb attention to detail, customer service, and multitasking skills.

VISION

All residents of Western New York can succeed and thrive in a culturally inclusive community.

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Key Responsibilities:

Administrative:

- Customer service/reception - first in line for answering phones, making appointments
- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled and filing systems are designed and maintained
- Responsible for vendor management and communication for building and supply vendors, W9's, 1099's
- Maintain printers, phones, projectors, etc. in working order and obtain maintenance as needed
- Coordinate with IT department on all office equipment
- Assist with HR duties such as on-boarding, off-boarding, staff orientation, maintain HR files, job descriptions, post positions as needed
- Checking, forwarding, and/or replying to WEDI general info email account
- Maintain AP email and input invoices in AP file and store in vendor electronic file
- Enter all invoices into AP folder to ensure payment
- Bookkeeping support and special projects as needed
- Manage landlord relationship and maintenance as needed

Program Support:

- Staff meeting minutes and follow-through
- Assist staff with mailings, grants, and data entry as needed
- Maintain organization of server files
- Perform periodic audits - checking that standard operating procedures (SOPs) are being followed, files are being maintained correctly, etc.
- Other duties as assigned

Required Qualifications

- Ability to complete tasks quickly and on schedule; ability to manage multiple projects
- Competent and efficient in Microsoft Office, and other internet applications
- Demonstrated problem-solving skills; willingness to learn on the job and be flexible
- High accuracy in work, organizational skills, and attention to detail
- Great customer service skills

Preferred Qualifications

- Experience managing an office or assisting with office tasks
- Demonstrated customer service abilities
- Experience working in a non-profit, mission-driven organization
- Passionate about programming that supports diverse, low-income communities

WEDI values diversity and inclusion throughout its city and in its organization. People of color, women, LGBTQIA+ individuals, people with disabilities, and formerly incarcerated individuals are encouraged to apply.

Please send a resume, cover letter, and writing sample to jobs@wedibuffalo.org.

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