



Office Administrator

Job/Position Summary

The primary responsibility of this full-time role is to oversee the daily operations of Smile-A-Mile Place while supporting the organization's financial processes and donor database management. This position plays a key role in advancing the mission of Smile-A-Mile by providing high-level administrative, operational, and organizational support to leadership, staff, board members, volunteers, and community stakeholders.

Responsibilities

Administrative Support & Reception

- Deliver a warm, professional, and welcoming experience for all visitors to Smile-A-Mile Place
- Manage and route incoming office communications
- Provide proactive administrative support to the CEO, COO, and Smile-A-Mile staff
- Point of contact for Smile-A-Mile Place, office technology and equipment to include coordination with vendors, contractors, and other service providers
- Maintain inventory and organization of office, hospitality, and facility supplies to support an efficient workplace environment

Financial & Donor Support

- Process and track all incoming donations, including cash, checks, online giving, and digital payment platforms on a scheduled basis
- Prepare, maintain, reconcile, and provide timely financial and donor-related reports by tracking donation activity and compiling data from Bloomerang, PayPal, Square, and other online giving platforms to support leadership reporting and fundraising efforts
- Manage accounts payable activities and coordinate payment through QuickBooks
- Maintain accurate donor records via data entry, updates, reporting, and ongoing management within the Bloomerang platform

Additional Support

- Support the planning, coordination, and execution of internal fundraising events and donor engagement activities as required
- Represent Smile-A-Mile at community events, fundraising initiatives, and speaking engagements, including occasional evenings and weekends as required
- Collaborate with staff to support program activities and mission-driven initiatives as needed
- Attend designated camp sessions and organizational events as requested by the CEO and/or COO
- Participate in staff meetings, organizational events, and team initiatives
- Other duties as assigned

Minimum Qualifications/Competencies

- Passion for and commitment to the mission and impact of Smile-A-Mile
- Strong written, verbal, and interpersonal communication skills
- Demonstrates exceptional self-taught capability
- Ability to manage multiple priorities and meet deadlines in a fast-paced, collaborative environment
- Demonstrates professionalism and discretion when handling confidential or sensitive information
- Proficiency with Microsoft Office Suite
- Experience with light bookkeeping duties preferred
- Familiarity and proficiency with QuickBooks preferred
- Experience with customer relationship management (CRM) and database management systems is preferred