Department: Axelson Center for Nonprofit Management

Reports To: Director, Axelson Center for Nonprofit Management

Position Summary: Provides part-time support for the Axelson Center through office administration, staff support, Center involvement, internal system development and maintenance, and on-campus system coordination.

Essential Responsibilities

Internally-focused Responsibilities

- Provide operations support for the Axelson Center including: primary point of contact with on-campus support services (mail room, facility rental, physical plant, IT, business office, development, HR). Tasks include but are not limited to bulk mailings, office space upgrades or maintenance, network and printer maintenance, and new hire access and set-up.
- Work closely with the Assistant Director and Assistant Director of Programs on program logistics/execution for all programs (Symposium, BootCamp, workshops, custom training, awards and others in accordance with Axelson Center strategies.) This includes such tasks as making room reservations, AV/tech support in conjunction with IT department, catering arrangements; preparing all program materials and signage; providing onsite program management and reviewing and reconciling invoices.
- Responsibility for: handling accounts payable and receivable, receipt generation, process refunds as needed, tracking and reconciling p-card account.
- Oversee internal and online systems for the Axelson Center (database, e-marketing, social media, surveys). Make updates to public systems in a timely manner in partnership with Center staff. Maintain customer data, monitor out-of-date or inaccurate information and work with external vendors if required.
- Provide administrative support for the staff of the Axelson Center including: internal meeting planning and prep; meeting or event registration, preparation and follow-up; material requests; reimbursement processing.
- Prepare communications for program participants, board and committees. Execute other Axelson Center communications including regular eblasts and social media posts.
- Support temporary staff, student workers, and volunteers as needed; identify and delegate tasks and provide oversight for quality assurance.

Externally-focused Responsibilities

- Identify and monitor opportunities (events, fundraisers, conferences, trainings) that align with the Center’s mission or could elevate the Center’s profile.
- Monitor nonprofit landscape, conduct research and apprise the Director of key changes, concerns, trends etc.
- Provide research support services for the Axelson Center programs as needed (compiling research data, preparing preliminary reports).
- Create, post, and manage Axelson Center social media channels
- Serve as point of contact for high-level volunteers with the Center (Advisory Board, and other working committees). Manage RSVPs, special requests, meeting minutes, and data dissemination.
- Provide basic nonprofit sector information and resources for phone inquiries.
• Speak on behalf of the Axelson Center to North Park faculty or students who seek information on nonprofit programs, and the nonprofit sector (as needed). Serve as occasional substitute staff representative for Axelson Center programs (workshops).

Essential Qualifications
• Bachelor’s degree and 2 or more years of paid work experience required. Small office experience or departmental experience a plus.
• Excels in a collaborative work environment
• Nonprofit sector work experience highly desired. Higher education work experience a plus.
• Experience working with A/P and A/R
• Experience and references demonstrating accuracy and attention to detail.
• High level of self-management including the ability to prioritize, work independently and responsibly and meet deadlines.
• Well-developed interpersonal, organizational, planning, and writing skills.
• Independent thinking, problem-solving skills.
• Advanced computer knowledge and troubleshooting skills and ability to train staff as necessary on changes or enhancements.
• Advanced knowledge of relational databases, data analysis and reporting, and segmentation strategies.
• Creative and flexible research skills with ability to analyze, interpret, summarize and present information effectively.
• Experience in assisting staff and volunteers at special events.
• Comfortable working in a team environment and maintaining good working relationships with diverse audiences.
• Ability to maintain composure in a fast-paced working environment and focus on targeted priorities.
• Adaptable and flexible—willing to go the extra mile to get the job done.
• Exemplary customer service skills.
• Commitment to Axelson Center values: excellence, multicultural; collaborative; adaptive; ethical; and environmental responsibility.
• Personal commitment to North Park University’s mission of Christian higher education.

Preferred Computer System and Application Experience
• Survey Monkey
• MailChimp or other e-marketing software
• Microsoft Windows and Office
• Cloud-based databases and CRM systems
• Zoom

NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.

Revised July 2022