

**IFF**  
**Position Description**

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<b>Title:</b>	Front Desk Administrative Assistant
<b>Reports to:</b>	Director of Human Resources
<b>Department:</b>	Administration
<b>Department Function:</b>	Provide operational, administrative and technical support to IFF

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**The Organization**

IFF is a mission-driven lender, real estate consultant, and developer that helps communities thrive by creating opportunities for low-income communities and people with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Social return can coincide with financial return.

Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, housing developers, and grocery stores. Our staff of nearly 100 professionals works from our Chicago headquarters, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; Minneapolis, MN; St. Louis, MO; Columbus, OH; and Milwaukee, WI.

IFF is a Community Development Financial Institution (CDFI) certified by the U.S. Department of the Treasury. We are the largest nonprofit CDFI in the Midwest and one of only a few nationally to earn the AERIS five-star, triple-A, policy-plus rating. Since 1988, we have made more than \$700 million in loans, leveraged \$2.3 billion in community investments, and grown our total managed assets to \$606 million.

**Basic Job Function**

The Front Desk Administrative Assistant provides administrative and operational support to IFF. This support includes answering the phone, greeting and announcing guests, internal and external correspondence, meeting set-up, screening potential clients and businesses that contact the IFF, office supplies monitoring, office equipment maintenance, facilities coordination and support to other administrative staff.

**Job Duties and Responsibilities:**

1. Provide excellent front desk coverage and customer care
  - a. Answer the main switchboard and check IFF voicemail. Be proficient in the telephone system functions, videoconferencing support backup, arrange conference calls and troubleshoot phone problems.

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- b. Screen callers inquiring about becoming an IFF client; provide them with other resource referrals and assistance.
  - c. Refer eligible callers to appropriate staff.
  - d. Welcome and announce guests.
  - e. Send, receive and distribute mail, messenger and overnight correspondence.
2. Provide and participate in general administrative duties as assigned or needed
- a. Ability to prioritize and handle multiple tasks simultaneously.
  - b. Copy, collate and distribute materials for meetings, workshops, and conferences; and aid in creation of presentations.
  - c. Log checks daily in spreadsheet, copy and prepare them for accounting department.
  - d. Arrange for appropriate meals and refreshments as needed, using various catering services.
  - e. When necessary, provides back-up support coverage for the departmental administrative assistants.
  - f. Maintain and further develop required job knowledge and skills and core professional competencies; attend and participate in required educational programs and staff meetings.
  - g. Coordinate daily coverage of front desk for breaks/lunches.
  - h. Update front desk procedure manual; train new administrative staff.
  - i. Maintain staff contact lists and spreadsheets.
  - j. Approve invoices; track and code credit card purchases.
  - k. Update and regulate master calendar and room reservations.
3. Maintain office and kitchen machines and supplies; place orders as required
- a. Order communal groceries and office supplies as needed.
  - b. Maintain and manage relationships with vendors and suppliers; evaluate potential vendors and compare pricing when necessary.

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- c. Maintain supply stock for copiers, faxes, printers and coffee machine.
  - d. Prepare and organize kitchen as needed.
  - e. Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints.
- 4. Act as liaison with the office of the building
  - a. Place and follow up on all building maintenance requests.
  - b. Manage COI requests and renew those prior to expiration.
  - c. Maintain Freight Elevator and Visitor System users.
- 5. Calendar of Events
  - a. Maintain Master Calendar for IFF employee related events.
  - b. Send Save the Dates via Outlook to employees.
  - c. Arrange corporate events, including obtaining hotel accommodations for staff outside of the main office.
- 6. Invoicing and Payments
  - a. Review and approve invoices.
  - b. Maintain and reconcile Purchasing Card.
  - c. Process corporate card expenses.
- 7. Additional duties
  - a. Organize and maintain storage room and supply room.
  - b. Maintain general IFF email account and forward emails as appropriate.
  - c. Room and meeting set-up as necessary; lunch meeting set-up.
  - d. Assist with Mail Merge Projects as assigned.
  - e. Perform other duties as assigned.

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- f. Vacation Tracking for IFF.

### **Performance Measures:**

1. Exceptional phone and voice etiquette, calls and guests directed promptly and properly.
2. Timely and effective performance of daily internal and external communication with IFF staff and clients.
3. High quality and accurate work product.
4. Efficient use of time and ability to manage multiple projects.
5. Timely completion of all work.
6. Maintenance of all files, contacts, reports and systems in a timely and accurate manner to assure ready retrieval of information.
7. High level of initiative on projects and day to day work.

### **Position Qualifications:**

Education: BA or BS required, preferably in urban planning, public policy, community development, economics, business administration, or social sciences. Desire to work in a non-profit and demonstrated interest in our mission. Ideal candidate will have strong interest in the nonprofit financial or real estate industries.

Previous Experience: Minimum of two years of relevant work experience, preferably in a similar position. Demonstrated proofreading and editing skills. Strong oral and written communication skills.

### Special Knowledge & Skills:

1. Ability to manage multiple, diverse tasks and prioritize among them. Ability to thrive in fast paced environment.
2. Ability to understand and manage complex information and projects.
3. Ability to maintain confidentiality and can handle sensitive work in a discrete manner.
4. Strong technical aptitude. Must be proficient in Microsoft Office Suite, particularly PowerPoint and Excel.

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5. Strong organizational skills and attention to detail. Must take high level of initiative on day to day work.

Unusual Requirements: Limited travel throughout the assigned region; occasional evening and weekend work.

**Application Instructions: Please submit a cover letter, resume and salary requirements to [careers@iff.org](mailto:careers@iff.org) with “Front Desk Administrative Assistant” in the subject line.**

*IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.*