

## **Office Assistant**

### **Description**

The Office Assistant at National Center for Transgender Equality (NCTE) is responsible for providing internal and external support to the Executive, Finance and Operations departments to ensure smooth daily operations of the organization as we collectively strive to educate the public about transgender people and the importance of policies and laws protecting them. This position reports to the Operations Manager and will interface with all departments, as well as the public. Therefore, this person should enjoy speaking to people on the phone and answering inquiries. This position is located in Washington, DC and requires that tasks be completed in the actual office. The amount of remote vs. in-office work will be determined based on organizational need and safety concerns related to COVID-19. (Time in the office with other staff will be rare to nonexistent during COVID.)

### **About NCTE and NCTE Action Fund**

Since its founding in 2003, NCTE has been a strong voice for transgender people in our nation's capital. NCTE is a 501 (c)(3) non-profit that advocates for policy change at federal, state, and local levels and works to increase societal understanding and acceptance of transgender people. NCTE has a serious commitment to approaching and engaging in its work with an awareness of how racial and economic justice intertwines with transgender justice, and a commitment to ensuring that policymakers and society understand the connection as well. Launched in 2017, the National Center for Transgender Equality Action Fund (NCTE Action Fund) is a 501(c)(4) non-profit advocacy organization fighting for transgender equality at the local, state, and federal levels, affiliated with NCTE. The two organizations share office space and staff, including this position.

### **Duties and Responsibilities**

- Support the financial integrity of the organization by accurately processing payables, receivables, credit card reconciliations, check deposits, supporting financial documentation, and related activities.
- Respond to (or properly route) email and phone inquiries from the public and other organizations in a conscientious and timely manner, with a customer service approach so the caller feels valued
- Greet and assist visitors at the office (when it is safe to do so, with respect to COVID)
- Manage mail operations, including sorting, opening, scanning and responding to incoming mail, updating addresses of constituents, and preparing postage or shipping for outgoing mail and packages
- Support internal and external meetings with logistical planning, facilitation, setting up conference call and webinar technologies, maintaining calendars and serving as note-taker in meetings as needed
- Assist in staff hiring and intern selection by posting to recruitment websites, scheduling interviews, communicating with candidates and processing applicant materials
- Organize office supplies and equipment and procure supplies as needed
- Perform minor trouble shooting of office equipment and request repairs as needed
- Manage response to incoming speaking and training event inquiries, negotiating details of speaking contracts, managing logistics, producing invoices, and assisting with decision-making on speaking invitations

- Assist in maintaining the organization's member and donor database, including but not limited to: entering new supporter information and donations, cleaning and updating data and organizing records, creating and pulling system reports
- Support meetings for Executive Department by setting up appropriate conference call or video technology, drafting agendas, coordinating with facilities and guests, and compiling and printing materials
- Provide other administrative, office and technical assistance and troubleshooting support to the Executive Department, including preparing credit card reconciliations, reimbursements, invoices and other related tasks
- Anticipate and proactively meet the mission-related needs of the Executive Department
- Maintain confidentiality as needed
- Perform other duties as assigned

### Qualifications

- **Detail Oriented:** Excellent organizational skills, with superior attention to detail and strong follow-through are essential. Desire and demonstrated ability to create and maintain order within a fast-moving environment while ensuring consistent quality in work product.
- **Technology Skills:** Professional level proficiency with business technology and knowledge of current business software applications (Office 365 [Excel, Word, PowerPoint, Outlook, Teams], PDF writer/editors, Google Drive, Zoom and online search engines) as well as sorting and processing mail, and operating basic shipping equipment. Experience with donor databases (such as Blackbaud, Raiser's Edge and/or Luminare Online) is a plus.
- **Interpersonal Skills:** Strong verbal, written, and interpersonal skills, including the ability to listen effectively and give unbiased information. The ability to maintain tact, composure and confidentiality while representing the organization.
- **Customer Service Orientation:** The ability to be calm, understanding and helpful when dealing with the occasional contact from individuals who are experiencing difficulty in their lives. Enjoys speaking with members of the public, including regular phone conversations. Direct client/customer service experiences is a plus.
- **Prioritization:** Ability to set and meet goals, prioritize, execute and manage multiple projects through to completion while meeting tight deadlines. Excellent organizational and time management skills, including ability to manage multiple tasks independently.
- **Proactive problem identification/solving:** Ability to apply sound thinking to problems and communicate using constructive feedback to resolve issues. Ability to absorb, apply, and summarize written and spoken information quickly.
- **Self-direction:** Ability to be self-sufficient in a small staff environment. Comfortable exercising judgment and discretion, and maintaining confidentiality, while routinely handling sensitive information.
- **Collaborative Spirit:** Ability to engage productively with fun, hard-working and diverse professionals in an office guided by principles of intersectional social justice.
- **Administrative Orientation:** Values administrative and operations work as the backbone of a non-profit organization, with a desire and demonstrated ability to create and maintain order, requiring pivoting and adapting, while ensuring consistent quality in work product.
- **Understanding of transgender justice:** An understanding of issues affecting transgender people as well as an understanding of how racism, classism and other systems of interconnected oppressions affect trans people, and how these issues could be affecting callers

- **Understanding of racial and economic justice:** An understanding of racial and economic justice and systems of inter-connected oppressions and how these issues could be affecting callers **Optimism:** An optimism that is unwavering, with a can-do attitude and a problem-solving orientation, and the assumption that most people are also trying to improve the world.
- **Strength and persistence:** The ability to be exposed to transphobia and other kinds of discrimination or stress on a daily basis and keep fighting hard for transgender equality.
- **Language Ability:** Fluency in English is required. Fluency in Spanish is preferred.
- **Compliance:** Ability to understand and rigorously follow all of the compliance policies and procedures of NCTE, which will be provided during training and on an ongoing basis.

### **Salary and Benefits**

For many years, NCTE has maintained high-level benefits and competitive salaries. For this position, the salary range is \$50,000-\$60,000 with the candidate's skills and experience determining where they fall in the range. However, for candidates with more than 10 years of experience, salaries above this range may be considered. We are open to a candidate who wishes to work less than full time (such as 75% time or 30 hours per week), who would receive a prorated salary and benefits package. NCTE offers a strong, generous benefits package that includes 100% employer-paid health, dental, and vision insurance, employer contributions to retirement, pre-tax Metro benefits, paid holidays, vacation, sick and volunteer time off. For information about salary, benefits, and working at NCTE, see <https://transequality.org/about/jobs>.

### **Location**

The Office Assistant is a full-time position working out of our office in Washington, DC. This position requires in-office work. The amount of remote vs. in-office work will be determined based on organizational need and safety concerns related to COVID-19. For applicants who reside outside the Washington, DC metropolitan area, NCTE offers assistance with relocation expenses.

### **Application and Timeline**

Apply via our Applicant Portal at: <https://secure.entertimeonline.com/ta/NCTE.careers?CareersSearch>. Please, no calls. For more information about timeline and what to expect during the application process, see <https://transequality.org/about/jobs>.

### **Equal Opportunity**

The National Center for Transgender Equality is an equal opportunity employer. For our full EEO policy, see <https://transequality.org/about/jobs>.

NCTE is committed to creating a diverse staff made of people who are hardworking, kind, optimistic and committed to social justice from all segments of the transgender and allied communities.

Transgender people, including non-binary people, people of color, people who were formerly incarcerated, and people with disabilities are particularly encouraged to apply.

NCTE provides reasonable accommodations for the application, interview, or any other aspect of the employee selection process to applicants with disabilities. Please contact us via our confidential medical

email at [accommodations@transequality.org](mailto:accommodations@transequality.org) so your request can be handled appropriately and confidentially.