

*This is the moment to care*



**MARYLAND**  
NONPROFITS

1500 Union Avenue | Suite 2500 | Baltimore, MD 21211  
Phone: 410 - 727 - 6367 | 800 - 273 - 6367 | Fax 410 - 235 - 2190

## **Administrative Assistant**

**Department:** Membership  
**Reports to:** Director of Membership  
**Type of Job:** Full-time (40 hours), exempt  
**Location:** Hybrid  
**Compensation:** \$40,000/year

### **Organizational Summary**

For 30 years, Maryland Nonprofits has worked to promote a thriving and effective nonprofit sector in Maryland, as well as nationally through our Standards for Excellence Institute. With our 1,400 members, we coordinate advocacy with nonprofit leaders to advance equity and public policy that supports vibrant community organizations and civil society. Maryland Nonprofits capacity-building services include the state's largest nonprofit consulting group, training, an annual conference, and accreditation through the Standards for Excellence® program. We are the home of the Maryland Association of Resources for Families and Youth (MARFY), Maryland Latinos Unidos (MLU), and the Charge Up Collaborative. Maryland Nonprofits is a 501(c)(3) nonprofit, non-partisan organization with a mission to strengthen organizations and networks for greater quality of life and equity.

### **Position Summary**

The Administrative Assistant is a member of the Membership Department and a key member of the Maryland Nonprofits team. The position is supervised by the Director of Membership.

The Administrative Assistant's time is divided between providing customer service to Maryland Nonprofits members and the public (50%), performing administrative tasks that support the customer service team, membership department, and other Maryland Nonprofits staff (20%), and providing administrative support to Maryland Nonprofits senior staff (30%).

### **Duties & Responsibilities**

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- Provide direct phone, email, chat, and website assistance to customers and staff in English and Spanish
- Process membership renewals/applications and other transactions in accordance with guidelines from membership and accounting staff
- Respond to and resolve administrative inquiries and questions
- Update records and accounts in Salesforce database as needed
- Coordinate and schedule internal and external meetings and appointments for senior staff
- Prepare agendas, schedules, and other administrative materials for staff meetings
- Assist with event preparations and onsite support
- Assist with membership recruitment efforts
- Additional responsibilities as assigned

### **Qualifications**

- Strong verbal and written communication skills
- Strong member/customer service attitude
- Excellent analytical, organizational, and time management skills
- Capable of multitasking and handling frequent interruptions
- Positive attitude and professional manner
- Ability to work effectively in a team environment and independently
- Bilingual in English and Spanish, and able to provide bilingual verbal and written customer service strongly preferred
- Experience with Salesforce and/or Zendesk preferred
- Commitment to the mission, vision and values of Maryland Nonprofits including justice, diversity, equity and inclusion (JDEI) preferred
- Experience working for a nonprofit organization preferred

### **Work Environment, Physical Requirements, and Other Details:**

- Works in standard office environment with opportunities for remote work
- Work at a computer in a stationary position for sustained periods of time. Reasonable accommodations (e.g. standing desk, balance ball chair) may available

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- Occasionally required to work hours outside of a standard 9 AM – 5 PM schedule
- Travel may be required for conference and events

### **Compensation and Benefits**

The Administrative Assistant is a full-time (40 hours), exempt position with a rate of pay of \$40,000 annually.

Maryland Nonprofits offers a competitive benefits package including:

- Employer-paid insurance (medical, dental, vision, life, disability)
- 403(b) retirement plan with employer contributions after first year of service
- Four weeks paid vacation
- 11 paid holidays
- Two paid personal days
- Employee Assistance Program
- Health Care Spending Account
- Tuition assistance

### **To Apply**

Please apply at <https://www.tfaforms.com/5012965>.

### **Application Materials:**

1. Resume (Submit as a PDF)
2. Cover letter (Submit as a PDF)

New hires must be fully vaccinated for COVID-19 and up to date with a booster shot. Proof of vaccination status will be required.

People from diverse backgrounds, with lived experience and from historically marginalized communities are encouraged to apply.

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Maryland Nonprofits is committed to working with and providing reasonable accommodations for people with disabilities. If you require assistance participating in the application or hiring process, please contact us at [help@mdnonprofit.org](mailto:help@mdnonprofit.org) or 410-727-6367.

Maryland Nonprofits is an Equal Opportunity Employer committed to cultivating a diverse workforce and equitable workplace. We encourage applications from individuals of all backgrounds, regardless of race, ethnicity, gender, sexual orientation, gender identity and expression, age, national origin, veteran status, and disability. All qualified applicants will be given equal opportunity.

Updated: September 2022