



Position Description

Job Title: Administrative Assistant
Reports to: President & CEO (primary); Directors (secondary)
Status: Full time, non-exempt

General Description

The Administrative Assistant is responsible for providing high-quality administrative and database support to ensure efficient operations and accurate recordkeeping for the Collaborative to End Human Trafficking. This role requires a strong focus on **data entry, gift/grant processing, database management, reporting, and project tracking**, in addition to general administrative support. The Administrative Assistant will be the **point person for maintaining and maximizing use of Coalition Manager (donor database/CRM)** and will also support the team's use of ASANA (project management system). This position requires exceptional attention to detail, organization, and follow-through to support the Collaborative's mission and team effectiveness.

Duties and Responsibilities

Database & Reporting (Primary)

- Serve as the **administrator for Coalition Manager** donor database.
- Enter, update, and maintain accurate donor, funder, and partner records.
- Support annual giving efforts with list management and segmentation of constituents for email and direct mail solicitations, and sending gift acknowledgement letters/emails.
- Perform regular **data clean-up and quality control** to ensure accuracy and consistency.
- Generate, format, and distribute reports (donor lists, fundraising progress, coalition engagement, etc.) for staff and board.
- Develop and document data entry standards, processes, and reporting protocols.
- Train and support staff on best practices for database use.

Project & Task Management

- Support team's use of **ASANA (or similar project management tool)** by entering tasks, tracking progress, updating deadlines, and ensuring visibility across projects.
- Assist with creating timelines, checklists, and reports to keep projects moving forward.

Administrative Support

- Provide administrative support to CEO, Directors, and staff including scheduling, meeting logistics, and note-taking.
- Prepare correspondence, reports, and materials for meetings and presentations.
- Answer phones, greet visitors, and handle routine inquiries with professionalism.
- Manage office operations including supplies, equipment, and vendor coordination.
- Assist with event logistics and communications as needed.
- Ensure confidentiality of sensitive information.

Position Requirements

- **Database management expertise:** At least 2 years of experience managing and maintaining a donor database, CRM, or other data system. Experience with **Coalition Manager** strongly preferred.
- Strong **data entry accuracy, attention to detail, and commitment to data integrity.**
- Ability to generate and interpret reports for multiple audiences (leadership, board, partners).
- Experience with **ASANA or other project management systems** required.
- Proven administrative coordinator or assistant experience supporting a team or executives.
- Excellent organizational and time-management skills; ability to handle multiple priorities and meet deadlines.
- Strong written and verbal communication skills.
- High level of integrity and ability to maintain confidentiality.
- Proficiency in MS Office (Word, Excel, Outlook, PowerPoint).
- Problem-solving skills, initiative, and ability to anticipate needs.
- Nonprofit experience a plus!

- High school diploma required; Associate's or Bachelor's degree preferred.

Compensation & Work Environment

- **Salary:** \$45,000 – \$47,000 annually, commensurate with experience.
- **Work Arrangement:** Hybrid. Staff work primarily from our Cleveland office, with flexibility to work remotely 2-3 days per week as responsibilities allow. Some occasional evening or weekend hours may be required for events.
- **Benefits:** Health, dental, vision benefits; generous paid time off; professional development opportunities.

What Makes Someone Successful in This Role

- A “data champion” mindset—values accuracy, consistency, and clarity in information.
- Comfort with **learning database features in depth** and troubleshooting issues.
- Ability to **translate data into insights** for staff and board.
- Strong follow-through and accountability in task management.
- Desire to **support others and strengthen organizational systems**.

The Collaborative is an Equal Opportunity Employer.

Updated 08/2025