



JOB DESCRIPTION

Reports To	Director of Operations
FLSA Classification	Non-Exempt; Hourly
Employment Status	Full-Time, 36 Hours Weekly; In-person
Regular Schedule	Monday–Thursday, 8:00 a.m.–4:30 p.m. with a 30-minute unpaid lunch; Friday, 8:00 a.m.–12:00 p.m.
Location	1710 East Tom Green St. Brenham, TX 77833
Benefits	Paid Holidays, Excellent Health Insurance* 50% first year/100% after first year; Accrued Sick Time / PTO (Up to 10 days Annually), Positive Work Environment, All Computers & Equipment Provided, Opportunities for Advancement

* After probationary period

Position Summary

The Office Coordinator serves as the administrative hub of the Boys & Girls Club of Washington County. This position coordinates daily office operations, membership and family services, executive support, communications, records management, and organizational systems. The Office Coordinator provides professional, responsive customer service to Club families, donors, volunteers, staff members, visitors, and community partners while carrying out responsibilities within established policies and approval procedures.

Essential Duties and Responsibilities

Office Administration and Customer Experience

- Serve as the initial point of contact for visitors, families, volunteers, donors, vendors, and community partners, providing a welcoming and professional experience.
- Answer and route telephone calls, monitor general office email, receive and distribute mail, and ensure messages reach the appropriate staff member.
- Maintain an orderly, professional reception area and general office environment.
- Track office equipment needs and coordinate with Dir. of Operations for approved service or repair requests.
- Maintain organized digital and paper filing systems and support routine document retention practices.
- Coordinate conference room reservations, organizational calendars, executive-level meeting needs, and preparation of meeting materials.

Membership and Family Services

- Assist families with annual Club membership, program registration, renewals, Parent Portal access, and completion of required forms.
- Answer routine questions regarding registration, fees, payment procedures, scholarships, program eligibility, and Club policies; refer exceptions or concerns to the appropriate supervisor.
- Review enrollment documentation for completeness and maintain accurate, confidential member records.
- Receive and document membership and program payments and provide receipts as required.

Executive and Board Support

- Provide administrative support to the Executive Director, including calendar management, correspondence, document preparation, meeting coordination, and other assigned administrative tasks.
- Prepare Board packets, reports, agendas, meeting materials, and draft meeting minutes as assigned.
- Assist with travel arrangements, donor acknowledgments, and special correspondence.

- Maintain confidentiality when handling Board, personnel, donor, family, and organizational information.

Financial Administration Support

- Assist with receiving and documenting payments, organizing invoices, and assisting with financial process as needed
- Assist with routine reconciliations, audit preparation, and organization of financial records as directed.
- Route invoices, purchasing requests, and financial documents through the required review and approval process.
- Does not authorize unapproved expenditures or make financial commitments on behalf of the organization.

Human Resources and Compliance Support

- Maintain personnel files and assist the Director of Operations with onboarding documents, background checks, certifications, and training records.
- Assist with new employee orientation and administrative onboarding steps while maintaining confidentiality.
- Maintain organized records related to policies, standard operating procedures, licensing, insurance, and compliance requirements.
- Assist the Director of Operations with document collection, renewals, regulatory reporting, and preparation for inspections or reviews.
- This position does not make hiring, compensation, disciplinary, or termination decisions.

Database and Information Management

- Maintain accurate and current information in Salesforce and Google Drive, including member, donor, volunteer, attendance, and contact records.
- Generate routine reports and lists as requested by organizational leadership.
- Protect the confidentiality, accuracy, and integrity of organizational records and data.
- Identify incomplete or inconsistent records and work with the appropriate staff member to resolve them.

Communications

- Monitor the Club's general inbox and telephone line and respond to routine inquiries in a timely, professional manner.
- Route questions requiring program, financial, personnel, or leadership decisions to the appropriate staff member.
- Assist with newsletters, family notices, mailings, email campaigns, organizational calendars, and other approved communications.
- Proofread routine communications for accuracy, clarity, grammar, dates, and contact information before distribution.

Event, Fundraising, and Volunteer Support

- Assist with event registrations, RSVPs, sponsorship tracking, auction documentation, mailings, email campaigns, event materials, and acknowledgment records.
- Maintain accurate donor and sponsor records and provide administrative support for follow-up and recognition activities.
- Provide administrative and day-of-event support as assigned.

Facility and Rental Administration

- Receive building-rental inquiries, collect required information, and submit rental requests to the Director of Operations for review and approval.
- Assist Director of Operations with vendor engagement, as needed.
- This position does not approve rentals, contracts, facility exceptions, or unbudgeted vendor work.

Required Knowledge, Skills, and Abilities

- Exceptional customer service and interpersonal skills. Bi-lingual is a significant plus.
- Strong organization, prioritization, and time-management skills.

- Excellent written and verbal communication skills.
- Consistent attention to detail and accuracy.
- Ability to handle confidential and sensitive information appropriately.
- Proficiency with Google Workspace and Microsoft Office.
- Proficiency with Salesforce is strongly preferred.
- Sound judgment, problem-solving ability, and willingness to seek guidance when a matter exceeds established authority.
- Problem solving mindset and skills.
- Professionalism, reliability, teamwork, and commitment to the organization's mission.

Education and Experience

- High school diploma or GED required; associate degree or relevant postsecondary training preferred.
- At least two years of administrative, customer-service, office-management, or related experience preferred.
- Experience working with families, nonprofit organizations, schools, or youth-serving organizations is beneficial.
- Experience with Salesforce or another CRM system is preferred.
- Valid Texas driver's license and acceptable driving record, if driving is required as part of assigned duties.
- Ability to successfully complete all required background checks.

Decision-Making Authority

- Prioritize routine administrative work and organize the daily office workflow within established procedures.
- Respond to standard family, visitor, donor, volunteer, and vendor questions using approved information and policies.
- Resolve routine administrative matters and recommend improvements to office systems.
- Refer exceptions, complaints, policy questions, financial concerns, personnel matters, and sensitive family situations to the appropriate supervisor.
- May not create or revise organizational policy, make personnel decisions, approve building rentals, enter into contracts, authorize unbudgeted purchases, or make financial commitments unless specifically authorized in writing.

Performance Expectations

- Provide courteous, timely, accurate, and solution-oriented service.
- Maintain complete, current, confidential, and well-organized records.
- Have a clean, professional appearance.
- Complete assigned administrative work by established deadlines.
- Communicate clearly and professionally with internal and external stakeholders.
- Follow financial controls, confidentiality requirements, safety practices, and approval procedures.
- Maintain a professional, organized, and welcoming office environment.
- Identify opportunities to strengthen administrative systems and communicate recommendations to appropriate staff.

Physical Requirements

This position regularly requires sitting, standing, walking, bending, reaching, communicating by telephone and computer, and operating standard office equipment. The employee must occasionally lift or move items weighing up to 25 pounds. Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the position.

Mission Commitment

Employees are expected to uphold the mission of the Boys & Girls Club of Washington County: To inspire all of Washington County's young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Job Description Notice

This job description describes the general duties and responsibilities of the position and is not intended to be an exhaustive list. Responsibilities may be modified, or additional duties assigned, based on the operational needs of the Boys & Girls Club of Washington County. Nothing in this job description alters the at-will employment relationship.