

## **New Horizons Shelter and Outreach Centers**

**Position Title:** Administrative Assistant  
**Reports to:** Director of Development & Strategic Initiatives  
**Date of Review:** February 2026

**Summary:** The Administrative Assistant provides crucial organizational and clerical support to improve the organization's efficiency and effectiveness.

**Hours:** This position is full-time. The ability to work flexible hours is necessary to accommodate organizational needs. Travel may be required.

### **Qualifications:**

- High school diploma or equivalent required
- Embracement of the mission of New Horizons
- Must be detailed oriented & reliable
- Strong writing and verbal skills required
- Extreme tact and discretion required
- Ability to manage multiple projects simultaneously is a must
- Excellent computer skills including knowledge of Microsoft Office required

### **Competencies:**

- Respectfulness and relationship building – builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Team focused and collaborative – promotes cooperation and commitment within a team to achieve goals and objectives
- Self-accountability and work standards – sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks
- Stress tolerance – maintains composure in highly stressful or adverse situations
- Conflict management – helps others to effectively resolve complex or sensitive disagreements or conflicts
- Valuing diversity – helps to create an environment that embraces and appreciates diversity
- Confidentiality, integrity, ethics, and trust – maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions

### **Principal Duties and Responsibilities:**

#### COMMUNICATION EXCELLENCE

- Models and empowers all to use effective communications

- Provides administration with monthly reports on grant expenditures and/or as requested
- Acts as liaison for team members and office machine vendors including but not limited to computers, copy machines, phones, and security systems as directed
- Assists with social media – Facebook, LinkedIn, Instagram, website as requested
- Manages multiple databases to secure volunteers and interns i.e. Ugetconnected, Handshake, etc
- Communicates important information to the team and disseminates along appropriate communication lines. If necessary and appropriate, communicates to all staff at once

#### LEADERSHIP

- Actively recruits and onboards volunteers and interns in the counties of La Crosse and Trempealeau. This includes volunteers for donation drives, student projects and fundraising events
- Facilitates and fosters relationships with field placement advisors of the colleges to offer student interns the ability to meet internship goals
- Ensures that ongoing training for volunteers and interns is provided
- Provides volunteer and intern recognition appropriately
- Is the point person for in-kind donations
- Maintains a working environment/climate that attracts, keeps, and motivates a diverse team of top-quality people
- Engages in and models supportive, healthy relationships through setting boundaries and demonstrations of respect with donors, clients, and co-workers
- Attends meetings as directed
- Promptly addresses difficulties or problems that arise per agency protocol

#### COMMUNITY PUBLIC RELATIONS, COLLABORATION, AND EDUCATION

- Establishes sound and collaborative relationships with donors, community groups, service providers, and vendors
- Secures team members to staff awareness events in both La Crosse and Trempealeau Counties
- Is present at functions that promote our organization and access to our services and programs

#### ADMINISTRATION

- Makes conference registrations and travel arrangements for all employees
- Files, maintains, and organizes paper and electronic documents Ensures that official records and documents are maintained as appropriate
- Is the point person for agency mailings
- Provides assistance with staff onboarding as requested
- Orders Supplies for all team members
- Maintains both internal and external contact lists
- Ensures personnel files are maintained

- Keeps accurate inventory of all agency technology i.e. computers, printers, etc
- Other duties as assigned by administration

#### **BASIC BOOKKEEPING TRANSACTIONS**

- Ensures that financial records are maintained in compliance with organizational policies and procedures as well as individual grant requirements
- Keeps track of daily income and expenditure
- Reconciles financial statements
- Ensures that new hire paperwork is completed and processed in a timely fashion
- Performs payroll tasks
- Prepares online and paper financial grant reports and sends to the appropriate funder prior to their due date
- Records donations (checks, cash and online) appropriately earmarked within our donor data program
- Provides auditor and accountant with internal reports and information necessary to complete year end audit and tax filing
- Understands restricted donor asset balances
- Other duties as assigned by administration

#### **Other Responsibilities and Requirements:**

- Adheres to agency policies and work rules, including strict adherence to New Horizons confidentiality policies
- Has reliable transportation, a valid driver's license, and vehicle insurance
- Is committed to professional development, attending trainings related to the position as well as domestic / sexual violence
- Maintains a clean, organized, and comfortable environment within the organization
- Performs other duties as assigned by administration

#### **Working Conditions:**

- Work is normally performed in an office and/or residential setting but is not limited to the organization
- Constant interpersonal interactions
- Frequent changes in duties, tasks, and circumstances

**Acknowledgement:**

This description describes the general nature and skills required of this position. The “Principal Duties and Responsibilities” describes the functions considered necessary in the position. The description does not state or imply that these are the only duties and responsibilities assigned to the Administrative Assistant position.

Employees may be required to perform other duties of the organization requested or assigned by the Executive Director. All requirements are subject to the change at the discretion of the Executive Director.

The working conditions listed are intended to indicate the kinds of tasks and levels of work difficulty required of the Administrative Assistant and shall not be interpreted as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under supervision. The use of specific terms or examples of functions shall not be interpreted as excluding other duties not mentioned that are comparable in level of difficulty.

I have read and understand the Administrative Assistant position description. I have reviewed the duties, responsibilities and working conditions of this position. I understand that this document does not create an employment contract between me and New Horizons Shelter and Outreach Centers. I also understand that I may at any time terminate my employment relationship with New Horizons Shelter and Outreach Centers and I equally understand the New Horizons Shelter and Outreach Centers is an at will employer.

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Employee Signature (Printed name) Date

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Supervisor’s Signature Date