



Job Title: Administrative Specialist
Location: Mt. Gilead, Ohio
Job Status: Full Time, Year round
Function: General & Administrative Team
Reports To: President/Chief Executive Officer

Position Overview:

The **Administrative Specialist** requires a keen sense of organization, prioritization and deadline driving, all while being collaborative and a natural host. As the direct Executive Assistant to the President/CEO, you serve as the primary initial point of contact for internal and external constituencies on all matters pertaining to the President/CEO.

You will be expected to anticipate needs, prioritize, and think ahead to plan on behalf of the President/CEO and other senior leaders. You will also support the Board and fulfill organization-wide needs as requested. You will take ownership of managing the President/CEO calendar, camp activities calendar, and provide scheduling and project support to the leadership team as needed, while being efficient and balancing demands of time. You will also prepare and compose correspondence and have the opportunity to oversee special projects.

As the Administrative Specialist, you sweat the small details and always apply your can-do energy with calculated and resourceful ways of getting things done. As a detailed self-starter, you enjoy balancing project-driven work while navigating pop up requests and delivering on routine responsibilities. You possess a high sense of confidentiality to ensure Executive and Governance matters are organized and managed effectively and efficiently. You strive for excellence every day through your savvy, keen sense of problem solving and organization. This position reports to the President/CEO.

Function Overview:

The **General & Administrative** team supports all teams within the organization by managing administrative and technological systems and processes.

Responsibilities:

- Act as 'ambassador of first impressions' by serving as the key point of contact for triaging internal and external inquiries. This may occur via phone, email communication with key stakeholders, Board members, donors, volunteers, families, etc. as well as in-person on-site or in the community representing Flying Horse Farms while presenting a warm, courteous, and professional manner.

Executive Support

- Support the executive administrative needs of the President/CEO including but not limited to calendar management, expense reimbursement reports, travel logistics, and meeting preparation.
- Serve as the logistics liaison to the Board Committees including: meeting logistics, relevant communication with members and preparation of agendas and materials.
- Prepare an account of the meetings and designate and follow up on assigned action items, ensuring deadlines are met.
- Manage logistics for Leadership Team through shared calendar management and project support to individual leadership team members as appropriate while using independent judgement and discretion.

Office Management

- Manage and coordinate fundamental daily administrative and operational needs of the organization; such as IT/technology, reception, mail/shipping, office supply ordering and inventory.
 - Manage contractors, accounts and part time staff related to daily administration.

- Oversee and execute the organizational visitor procedures including Camp Activities Calendar management, logistics, forms and documents and annual review of process with all staff.
- Responsible for the logistics and setup of meetings, including arranging for conference, video and phone calls as needed with ability to troubleshoot technology needs, coordination and set up of refreshments and/or catering and tear down/clean up.
- Ensure that Flying Horse Farms is “host ready” at all times; full inventory of supplies, office area is clean, refreshments stocked etc. Implement systems for requests and regular inventory checks.
- Provide support to camp operations team on Camp Critical days as available.

Communications

- Produce presentations, reports, documents, and materials most often in direct connection to Governance and organization needs as guided by the President/CEO, and at times, at the request of team members for additional support.
- Collaborate with the Communications Manager to:
 - Compose professional and timely staff communications (ie weekly “Happs” emails, office closings, and other organization-wide messages)
 - Proactively identify needs with the Development, Program and Medical teams to ensure all marketing content is accurate and updated; may require updating of print and online materials including but not limited to website and e-learning platforms, donor materials, presentations, etc.
 - Organize and manage communication assets, such as photo categorization and quote/story database.
- Prepare and maintain official records for the organization such as, but not limited to meeting minutes, resolutions, by-laws and other documents per the organization’s Document Retention Policy.

Required Skills & Experience

- Bachelor’s degree
- Demonstrated high standard of and commitment to customer service internally and externally
- Intermediate to advanced proficiency in MS Office suite and other general PC applications.
- Demonstrated excellent, clear, and compelling verbal and written communication skills
- Self-starter with the ability to work on projects independently as well as in a team
- Demonstrated high degree of discretion and confidentiality
- Ability to cultivate and maintain professional interpersonal relationships with the Board and donors, and across all levels of the organization to build consensus, trust and confidence
- Ability to prioritize
- Strengths focused and optimistic
- Impeccable follow through
- Ability to work collaboratively with a variety of departments within the organization
- Strong attention to details
- Willingness to take initiative, think and act proactively to solve problems
- Ability to complete assignments independently, professionally, and in a timely manner
- Flexibility
- Commitment to the mission of Flying Horse Farms

Preferred Skills & Experience

- Minimum of 3-5 years of relevant work experience
- Experience with Raiser’s Edge or compatible CRM database
- Photo / Video editing and Web CMS

- Experience in brand communication, social media messaging
- Experience working in Nonprofit organizations
- Experience or degree in Administration, Business, Customer Service, Marketing and/or Communications or related field

Expectations & Requirements for all Flying Horse Farms Staff

- We live our Core Values. We are each responsible for knowing our values and nurturing our culture.
- We practice Safety First. We are each responsible for knowing and adhering to the policies and procedures as described in the FHF staff manual.
- We See the Best in Each Other. We are each responsible for ensuring our working relationships with co-workers, volunteers, Board members, families, campers and other stakeholders are positive and professional.
- We show up. We are each responsible for our schedules, meetings and any other duties.

Why work at Flying Horse Farms? Quotes from the team:

- *The personally meaningful impact of being a part of a mission-driven organization and creating transformational experiences for campers motivates me every day!*

How to Apply:

- Submit a cover letter and resume to careers@flyinghorsefarms.org.

Flying Horse Farms provides magical, transformative camp experiences for children with serious illnesses and their families – free of charge. Located on 200 acres in Mt. Gilead, Ohio, camp first opened its gates in 2010 and hosts about 900 children and families each year.

Flying Horse Farms is the first camp in the Midwest to become a full member of the SeriousFun Children's Network. Founded in 1988 by actor, philanthropist and Ohio native Paul Newman, the Network is a community of independently managed and financed camps and programs creating opportunities for children with serious illnesses and their families. The Network has evolved from one camp to a global community serving one million children and families across five continents.

The children who attend camp have illnesses including cancer, heart conditions, rheumatoid arthritis, blood disorders, asthma, gastrointestinal disorders and facial anomalies.

At Flying Horse Farms, for a weekend or week at a time, being sick takes a backseat to being a kid. And fun is priority number one. Campers participate in activities like swimming, boating, fishing, archery, high ropes and arts and crafts. Campers receive first-rate care at our on-site health center, staffed 24/7 by medical professionals from children's hospitals across Ohio and beyond.

Flying Horse Farms is an ACA-Accredited Camp with the American Camp Association.