

Transitions of PA

Administrative Operations and Communications Assistant Job Description

Position: Administrative Operations and Communications Assistant

Supervisor: Chief Operating Officer

Classification: Non-Exempt

Salary Level: Specialist Level

Dress Code: Business Casual or Smart Casual

Summary

Under the supervision of the Chief Operating Officer, the Administrative Operations and Communications Assistant provides cross-department administrative support with primary responsibility for marketing and communications, graphic design, donor management, fundraising administration, event logistics, and routine human resources administration. The position creates accessible and consistent materials, maintains donor and communications systems, and coordinates the administrative details necessary to support fundraising and community engagement. The assistant works closely with the CEO, COO, Development Director, Finance Director, program leadership, and Executive Assistant while preserving clear ownership and approval responsibilities. The Administrative Operations and Communications Assistant is a mandated reporter of suspected child abuse as defined by the Pennsylvania Child Protective Services Law. This position is full-time with primarily daytime hours and occasional evening or weekend event commitments.

Responsibilities

Marketing, Communications, and Graphic Design

- Maintain an organization-wide communications and content calendar in coordination with the CEO, Development Director, and designated program staff.
- Draft, schedule, and publish approved social media content; monitor routine activity and route questions, concerns, or sensitive comments to the appropriate leader.
- Create and update branded graphics, flyers, invitations, advertisements, presentations, handouts, signage, digital content, and other routine materials using approved templates and brand standards.
- Draft and proof routine website, email, newsletter, event, and community-awareness content for review and approval by the appropriate subject-matter owner.
- Maintain organized libraries of logos, photographs, templates, consent documentation, final materials, and communications records; coordinate print, digital, advertising, and promotional vendors, including estimates, approvals, and production deadlines.
- Support consistent, accessible, trauma-informed, and survivor-centered public messaging and immediately elevate media requests, crisis communications, policy statements, and sensitive content for leadership approval.

Donor Management and Fundraising Administration

- Assume ongoing responsibility for donor, prospect, sponsor, and gift records after initial entry of mailed donations by the Executive Assistant; maintain contact updates, gift documentation, pledges, communication preferences, and other required donor information in the donor management system.
- Prepare and distribute donor acknowledgment letters, pledge reminders, tax-related gift documentation, mailing lists, labels, and routine donor correspondence; track acknowledgments, recognition commitments, sponsorship benefits, and assigned stewardship follow-up.
- Produce donor lists, giving histories, campaign reports, lapsed-donor reports, and other information needed by the CEO, Development Director, and Board to support fundraising and stewardship.
- Provide administrative support for the annual appeal, fundraising campaigns, sponsorships, donor meetings, Board-led fundraising activities, and other development initiatives.
- Provide administrative support to the Board PR & Development Committee and Auction Committee, including scheduling and meeting logistics, agendas and materials, meeting notes as assigned, committee communications, task tracking, follow-up, calendars, work plans, solicitation and sponsorship records, auction procurement records, and other shared materials.
- Coordinate the administrative processing and documentation of gifts, pledges, event revenue, sponsorships, and in-kind contributions with the Finance Director and resolve routine documentation questions.
- Maintain confidentiality of donor information, follow agency gift-acceptance, record-retention, privacy, and financial-control requirements, and represent Transitions professionally in interactions with donors, sponsors, and community and business members.

Event Planning and Production

- Develop and maintain project plans, task lists, timelines, budgets, and shared records for assigned fundraising, anniversary, outreach, staff, and community events.
- Coordinate event logistics, including venues, vendors, permits, registration, invitations, supplies, catering, signage, technology, volunteer needs, setup, and post-event closeout.
- Work with the Executive Assistant on CEO, Board, and official-guest needs and with the Development Director on fundraising strategy, sponsorships, and donor stewardship related to assigned events.
- Track event contracts, invoices, payments, in-kind contributions, attendance, and supporting documentation; reconcile records with Finance and Development staff and maintain reusable checklists, files, and lessons learned.

Human Resources Administrative Support

- Coordinate approved job postings, applicant communications, interview scheduling, reference-check documentation, recruitment files, and related applicant tracking.
- Prepare and track new-hire, onboarding, training, benefit-enrollment, change-of-status, and separation paperwork; route documents to responsible leaders and vendors and enter approved employee information into designated HR systems.
- Maintain accurate, confidential personnel and recruitment files and track routine HR deadlines and documentation, including clearances, acknowledgments, evaluations, and required forms; notify responsible supervisors of upcoming or overdue items.
- Assist with benefits administration, workers' compensation, unemployment, leave, policy updates, staff communications, meetings, and Continuous Quality Improvement activities as directed by the COO or designated HR lead.
- Refer employee-relations concerns, complaints, accommodations, performance matters, legal questions, and policy interpretations to the COO or designated decision-maker and do not independently investigate or resolve them.

General Administration and Cross-Coverage

- Prepare, format, proofread, and distribute assigned documents, reports, meeting materials, and routine correspondence; maintain shared administrative calendars, files, standard operating procedures, templates, and tracking systems for assigned work.
- Provide backup coverage for designated Executive Assistant responsibilities, including meeting logistics, routine correspondence, reporting or finance-document workflows, and other time-sensitive administrative functions.
- Participate in administrative cross-training, maintain current written procedures for assigned responsibilities, and attend professional development opportunities to strengthen job knowledge and skills.
- Perform other duties as assigned and as allowable by funders.

Qualifications Required

- An associate's or bachelor's degree in communications, marketing, business administration, nonprofit management, accounting support, human resources, or a related field and at least two years of relevant experience; or an equivalent combination of education and experience.
- Experience creating professional materials with Canva, Adobe tools, or comparable design software and using major social media platforms in an organizational setting.
- Demonstrated ability to coordinate multiple recurring deadlines, organize detailed records, and follow work through to completion.
- Strong writing, editing, proofreading, basic quantitative, and interpersonal skills, with careful attention to accuracy and confidentiality.
- Proficiency with Microsoft 365, particularly Word, Excel, PowerPoint, Outlook, Teams, and shared-file systems.

- Experience creating professional materials with Canva, Adobe tools, or comparable design software and using major social media platforms in an organizational setting.
 - Ability to learn agency databases, donor management systems, HR platforms, fundraising workflows, and reporting requirements.
 - Upon hire, completion of Transitions' 80-hour Domestic Violence/Sexual Assault Counselor Training.
 - Valid driver's license, reliable transportation, adequate vehicle insurance, and ability to obtain Act 34, Act 114, and Act 151 clearances.
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Signature

Date

Supervisor's Signature

Date

THIS IS NOT AN EMPLOYMENT CONTRACT. MANAGEMENT HAS THE RIGHT TO
CHANGE DUTIES, RESPONSIBILITIES, AND WORK SCHEDULES AS NEEDED.