

Business Admin Clerk

Job Description

Department: Administration
Reports To: Business Administration Manager
Employment Type: Full-Time, Non-Exempt

The Food Bank of Northwest Indiana (the largest supplier of emergency food assistance for Lake and Porter counties) is seeking a Full-Time Business Admin Clerk to provide excellent customer service and administrative support. The Business Admin Clerk will be a key member of our Administration Team with a goal of timely processing of gifts, donor receipts, and vendor payments. The ideal candidate must also focus on process effectiveness with an emphasis on high quality service and productivity. The Business Admin Clerk will need to compute, classify, record, and verify numerical data regarding donor receipts which will ensure accurate accounting posting of data into the accounting and donor database systems. The ideal candidate has strong interpersonal, organizational, analytical, accounting and clerical processing skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Opens and sorts all incoming mail and determines proper routing. Once direct mail is opened, all incoming receipts are clerically processed. Duties to include entering receipts into Development's donor management database (Salesforce) by categorizing into appropriate account, depositing cash and checks into checking account, summarizing deposit data, and reconciling deposits (batches) to bank statement in a timely manner.
- Tracking and reporting on-line giving from different sources. Timely entering of on-line giving into donor management database.
- Accurately and efficiently sets up new donors in donor management database and helps to create donor reports for management. Notifies VP of Development & Communications of significant donations for appropriate action.
- Assist Development team in research projects, fundraising campaigns, donor recognition programs, grant management process as needed to support fundraising efforts.
- Oversee and manage vendor payment process. Responsibilities include coding invoices, expense reports, check requests with correct G/L account and department and entering bills and expenses into procurement software. Following up with vendors, as needed, and obtaining required vendor documents and ACH authorization forms prior to payment. Oversee employee expense reimbursement process. Reviews open invoices and expense reimbursements to ensure timely payments. Updates paid bills in procurement software. Investigates and resolves problems associated with processing invoices. Processes all electronic payments (e.g., ACH, credit card or auto pays).
- Monitors office and janitorial supplies and ordering. Occasional substitute for front desk associate including answering the phone, responding to questions, directing visitors to the

appropriate personnel. Updating general greetings with phone system.

- Ability to perform basic Excel functions such as entering data in spreadsheets.
- Oversee office equipment such as postage machine and copier. Responsibilities include ordering necessary supplies, assisting with issues/ updates. Quarterly copier usage counts need to be reported to copier vendor.
- Other business admin duties as assigned.

QUALIFICATIONS

- High School Diploma or GED required; Associates Degree with an emphasis in business and/or finance desired.
- Experience with banking and financial and payment processing solutions helpful, but not required.
- Strong commitment to the mission of the Food Bank of Northwest Indiana of alleviating food insecurity.
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Must pass pre-employment screening
- Excellent written and verbal communication skills; able to work independently or part of a team, as work demands.
- Nonprofit experience is a plus but is not required.
- Forward looking thinker, who actively seeks opportunities and proposes solutions.
- Experience with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Donor management software systems experience, (Salesforce) desired.
- Procurement and Financial management software systems (Procurify and QuickBooks) desired.

COVID-19 RESPONSE

- The Food Bank of Northwest Indiana is an essential service. On-site operations and programming will continue throughout any local or statewide shelter in place orders.

WORK ENVIRONMENT

- Work is value, goal, and deadline oriented; significant external contact; some travel, driving, walking, standing, bending, lifting and carrying items weighing in excess of 25 pounds; computer work; some extended hours. Office and warehouse environment.

It is the policy of the Food Bank of Northwest Indiana to provide equal employment opportunities to all people without regard to race, color, religion, national origin, age, sex or disability and to promote the full realization of that policy. The Food Bank of Northwest Indiana will assure equal employment opportunities in all personnel actions and procedures including, but not limited to, recruitment, hiring, training, transfer, promotion, compensation, and benefits.