

WDC Position: Program Assistant: Administration and Outreach

Responsible to: Program Associate: Science and Communications (or equivalent)

Date of document: February 2019

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**Main Tasks:**

To oversee and fulfil administrative duties of the WDC-NA office.

To engage with supporters, donors, and other interested persons for the purposes of communication, public outreach, education, funding, and scientific research.

Provide general support for the staff of the WDC- NA office.

Together with other staff, to enable the Executive Director (ED) to fulfil his/her required functions and to ensure that the ED receives appropriate and timely information and advice on all relevant matters.

To perform other related duties as required.

**Main Duties related to:**

**To oversee and fulfil administrative duties of the WDC-NA office**

- Successfully record, deposit, and process income, monitor and record expenses including making bill payments.
- Report on income and expenses as required.
- Maintain and inventory office supplies and merchandise and reorder in a timely fashion.
- Manage and update confidential records including, but not limited to, those associated with the donor database and finances.
- Support efforts for compliance with legal mandates including, but not limited to: PCI compliance, State Registrations, Financial Audits, Insurance audits, Tax letters, and Mailings.
- Develop and implement systems/manuals and other materials as needed and appropriate to ensure legal mandates are met and processes are streamlined.
- Organize and manage filing and back-up systems including, but not limited to, paper records, Salesforce maintenance updates, and data server.
- To manage and process all incoming and outgoing mailings including the accounts associated with agencies required for mailing services.

**To engage with supporters, donors, and other interested persons for the purposes of communication, public outreach, education, funding, and scientific research.**

- Manage and deliver communications, including those associated with the whale adoptions, donations, print, phone and electronic inquiries to supporters, donors, and other interested persons.
- Manage administrative communications with other WDC offices.
- Assist with development and delivery of electronic communications, including, but not limited to, monthly e-newsletter updates, social media pages, campaign content, and Hump(back) Day Facts and Orca Fun
- Facts (including updating their respective webpages).

- Assist with development and delivery of print communications including, but not limited to, quarterly newsletter with cover letter, quarterly magazine mailing with cover letter, and quarterly Whale & Dolphin Magazine humpback updates.

**Provide general support for the staff of the WDC-NA office**

- Arrange travel and coordinate meetings and interviews.
- Manage and coordinate staff and event calendars.
- Coordinate non-intern volunteer schedules.
- Provide program support including, but not limited to: representing WDC at events and tracking attendance; assisting in the coordination and delivery of events, presentations and workshops; supporting intern recruitment, training and management; supporting communications and marketing efforts; researching information and making inquiries as requested; running reports and mining data as requested.
- Assist with the research and development of new funding opportunities and communicate such opportunities to the wider organization.
- Provide additional support as requested.

**Together with other staff, to enable the Executive Director to fulfil his/her required functions and to ensure that the Executive Director receives appropriate and timely information and advice on all relevant matters.**

- Ensure that the Executive Director receives regular and appropriate reports on the progress of the assigned activities in achieving or implementing objectives.

**To perform other related duties as required.**

***Qualifications:***

*BS/BA preferred*

*Strong communication, interpersonal and organization skills required*

*Excellent writing skills required.*

*Advanced computer skills required (proficiency in Microsoft Office products and Salesforce desired)*

*Experience with social media platforms for professional use is a plus*

*Must be able to work some nights and weekends*