Administrative Specialist

Organizational Overview
The Coalition for Homelessness Intervention and Prevention (CHIP) drives a system-wide, community response to make homelessness rare, brief, and nonrecurring. CHIP focuses on several key areas to support the Indianapolis homeless response system: mobilizing and coordinating, research and data analytics, impact, advocacy, education and engagement, and training and technical assistance. We believe that everyone deserves housing and high-quality services, and we believe the best way to achieve that is through strong community partnerships, a Housing First approach, and through a collective impact framework.

Position Summary and Key Responsibilities
The Administrative Specialist is a key operating role in a small, dynamic, fast paced and highly collaborative organization. This position works closely to support the CHIP leadership team, including the Executive Director, Director of Finance and Operations and Director of System Strategy, and supports operations and assists with the coordination and logistics of key organizational programming. The summary below is intended to describe the general nature and scope of work for this position. It is not an exhaustive list of the role and responsibilities.

General Office Management
- Greet and assist people coming to the office
- Handle incoming and outgoing mail, packages, and pick-ups
- Maintain overall office space (i.e., cleanliness, organization)
- Maintain office equipment
- Maintain and oversee shared drives, file clean up, and file organization
- Answer and direct incoming calls and e-mails to the general CHIP inboxes

Leadership and Board Support
- Support Executive Director’s calendar and schedule
- Schedule meetings and support logistics
- Organize and maintain files and databases in a confidential manner
- Support preparation of board materials, including organization of documents on Boardable
- Assist in coordinating board and board committee meetings and supporting as needed
- Provide support in coordinating logistics for staff, team, and leadership huddles
- Support Director of Finance and Operations in maintaining and updating internal operational procedures and policies

Communications
- Assist the Associate Director of Engagement and Special Projects to support targeted campaign messages for CHIP social media, including Giving Tuesday and other campaigns
• Prepare donor acknowledgement letters
• Route Homeless Management Information System (HMIS) agency and user agreements for signature.

Programmatic Responsibilities
• Support the Street Reach Indy Campaign through working with the committee to review referrals and streamlining processes.
• Oversee and manage Handbook of Help distribution
• Support the logistics of annual CHIP events

Preferred Background, Experience, and Skills
In addition to the background, experience, and skills listed below, the ideal candidate will be committed to social justice and aligned with CHIP’s mission. The candidate should be someone who thrives in a changing environment and who is adaptable, collaborative, and driven.

• 2-3 years’ experience in office administration, office management, communications and/or marketing
• High school diploma or general education degree (GED) required. Associate degree in Business Administration preferred.
• Excellent written and verbal communication skills and experience working with different communication styles
• Proficiency in Microsoft Word, Excel, and Outlook, Microsoft PowerPoint, and Adobe Acrobat
• Technologically savvy
• Working knowledge of general office equipment
• Well organized, detail-oriented, accurate, reliable, and efficient
• Ability to problem solve, engage in appreciative and critical inquiry, and identify opportunities for organizational improvements
• Driven with a bias towards action and implementation
• Effective time management skills and ability to prioritize activities and timelines
• Flexible, ability to adapt to change and work in a fast-paced, fluid environment
• Ability and experience working with individuals from diverse economic, racial, physical, and sexual orientation backgrounds

Work Environment
The employee will be in an office setting but may also need to adapt or adhere to working remotely based on the public health environment. Employee must be adaptive to change and able to thrive in a culture of continuous change and improvement. The work environment at CHIP is collaborative, high energy, fun yet professional, flexible with a high degree of autonomy, and with high expectations. It’s also a culture that is caring, supportive of one another and community partners, centered in compassion and continuous learning.
The CHIP office is located in the heart of Fountain Square in a repurposed house and is open Monday- Friday between 8:30 AM – 4:30 PM. Parking is available on the street outside of the office and is free. The office has a small in-office kitchen/ breakroom. Office space is shared and offers different types of working options. While CHIP has adopted a hybrid model of working, this position must be in the office at least 2 days per week. Days and work hours are negotiable.

**Core Competencies**
- Accountability
- Respect
- Excellence
- Strategic Thought
- Problem Solver
- Results-Oriented
- Effective Communication
- Teamwork and Collaboration
- Inclusivity and Equity

***CHIP is committed to implementing an equitable and inclusive culture. Successful candidates will commit to creating and supporting an equitable and inclusive workplace, including but not limited to: racial equity, accessibility for individuals with disabilities, use of gender inclusive and person-centered language, and cultural awareness and sensitivity.***

**Position Leader:** Director of Finance and Operations  
**Salary Range:** $18-$20/hour  
**Hours:** Approximately 20 hours/ week

Qualified candidates should apply by sending a cover letter and resume to: cgelback-diaz@chipindy.org. Please reference the position title in the subject line of the e-mail.