



Office Manager/HR Coordinator

Reports to: Chief Financial Officer

Supervisory Duties: None

Time Requirements: 40 hours per week – Monday through Friday (in office; 8:30 am to 5 pm)

Overview

The Office Manager/HR Coordinator champions office culture, human resources and front-line efforts for the Virginia Athletics Foundation (VAF) to ensure high quality engagement both with external and internal constituents. This role provides excellent customer service to guests of Virginia Athletics Foundation (VAF) and internal constituents/partners of the VAF by serving as the first point of contact at the front desk.

Responsibilities

- Greet and welcome guests as the director of first impressions; Coordinate with Assistant Director of Development Operations and Special Projects for front line coverage throughout the day
- Serve as a forward-facing frontline ambassador for the VAF in the office, over the phone and via email correspondence in order to build relationships with new and existing donors.
- Respond to donor inquiries, requests, and concerns in a professional and timely manner, ensuring high levels of donor satisfaction.
- Full ownership of staff onboarding and offboarding including benefits for new staff
- Coordinate with key on grounds partners such as UVA Parking & Transportation, Information Technology Services, Facilities Management, Recreation and the Athletics Department staff to manage day-to-day operations around the office
- Contributes on the monthly payroll, benefits and retirement processing with the Chief Financial Officer
- Assists Executive Team with upkeep of staff handbook/office policies and procedures
- Answer/screen incoming calls and distribute in a timely and efficient manner including voicemails
- Stay informed at all times regarding all disseminated VAF and Virginia Sports information including emails, print, and website.
- Receive and sort daily mail/deliveries
- Manages the remote daily deposit to include checks and cash including the discretion on gifts and non-gifts; scan check batches and send them to gift processor
- Responsible for sending daily credit card transactions to the Manager of Gift Accounting role
- In collaboration with the Director of Database Management & Business Intelligence, update Paciolan accounts with biographical data updates from sources such as returned mail, deceased lists, incoming donor gifts, University Advancement reports, and Paciolan reports
- Facilitate requests to accept payments for donations over the phone; answer questions regarding balances due
- Maintain PCI compliance on all credit card information and confidentiality of all donor information
- Manage, distribute and respond where appropriate to correspondence on the VAF email box
- Lead efforts on all ordering of office supplies for the entire staff/office within defined budget and assure the storeroom is organized

- Maintain internal phone directory, emergency contacts, and staff roster lists
- Contribute with the responsibilities of other administrative staff in their absence
- Lead coordination of all aspects of staff meetings to include scheduling, room reservations, and catering needs for office.
- Other: Assist with other projects as assigned

Qualifications

- Excellent customer service skills; friendly and professional phone demeanor
- Strong verbal, written, organizational, and interpersonal skills with keen attention to detail
- Ability to interact with internal and external constituents across the organization
- Ability to multi-task and prioritize tasks
- Ability to use extreme discretion when handling checks and cash for the organization
- Self-starting/self-management and initiative with the ability to work without direct supervision
- Commitment to maintaining confidentiality of sensitive information
- Flexible, punctual, and dependable
- Primary physical demand is sitting for extended periods, often at a desk, to perform tasks like data entry, computer work, or customer service; some minimal physical lifting of office supplies typically focus on desk-based tasks and administrative support
- Proficient in Microsoft Office Suite

Benefits*

- Annual salaried, nonexempt position (compensation based on experience)
- Annual incentive program (based on staff performance)
- Paid personal leave and a minimum of 12 paid holidays; 12 Remote days
- Health, dental, life, and long-term disability insurance
- 401k Plan with employer contribution
- On-site parking provided
- Football and Basketball season tickets for employee and eligible family members
- Family pass for regular season home athletics UVA Olympic sport events
- Recreation pass providing access to all UVA recreation facilities

*Benefits subject to change

Qualified applicants who are interested in further discussing this opportunity are encouraged to apply by emailing a copy of your cover letter and resume to vafweb@virginia.edu for consideration.