Kramden Institute, Inc.

Position Title: Office Coordinator, Full-Time - Exempt
Reports To: Executive Director

About Kramden Institute:

Kramden Institute, a Durham-based non-profit organization, works to bridge the digital divide by providing technology tools and training. As a computer refurrisher, the organization collects thousands of devices each year, restores them, and distributes them back into the community. Since 2003, Kramden has refurbished and awarded more than 53,000 computers to disadvantaged students and families across North Carolina. Kramden expanded its programs in 2014 to include educational opportunities for members of the community who lack basic computing skills helping to fill a crucial community knowledge gap in an increasingly connected world. Since that time, over 11,000 individuals have completed an adult computer class, participated in a STEM after-school program, or attended a technology workshop or camp.

Position Description:

The Office Coordinator will be an integral member of Kramden’s team and serve as the initial point of contact for equipment donors, volunteers, and clients. This person will handle administrative and receptionist duties as well as financial record-keeping for Kramden’s daily operations. Work schedule is generally Monday, Tuesday, Thursday, Friday 9 am – 5 pm and Wednesday 10 am – 6 pm. Additional evening and weekend events will be required from time to time.

Duties and Responsibilities:

Administrative Support / Office Coordinate

- Welcome clients and visitors to the office and assist them as needed.
- Answer emails and phone calls and route messages to appropriate staff.
- Design and implement office policies and procedures for operational efficiency.
- Provide operational and administrative support to the Kramden team.
- Order and maintain supplies and equipment and coordinate with vendors when necessary.
- Receive and sort incoming mail and deliveries.

Business Operations

- Maintain financial records in accordance with internal financial policies and procedures.
- Process accounts payable and receivable, and process staff reimbursements.
- Coordinate financial record keeping with contracted bookkeeper.
- Make regular deposits to the bank.
- Track equipment and monetary donations.

General Operations

- Utilize CRM software to track client and donor records.
- Assist program team with scheduling and fulfilling computer requests.

Desired Background and Skills

- High school diploma or GED required. Associate’s degree or higher preferred.
- Conversational Spanish language skills required.
- Familiarity with accounting systems is a must, including creating and processing invoices, creating reports, etc.
- Experience with Microsoft Office /OpenOffice productivity suites, Google applications, CRM, and QuickBooks or other accounting software preferred.
- Excellent written and verbal communication skills.
- Strong organizational skills including time, task, and resource management.
- A positive attitude and the ability to work effectively with all different types of people.
- Creative thinking and willingness to work with the team to develop new procedures and problem solve.
- The employee must be able to lift 35 lbs. often and repeatedly.

**Salary and Benefits:**

- Salary Range: $45,000 - $55,000, commensurate with experience.
- Bonus: Annual bonus opportunity based on performance and fiscal health of Kramden.
- Healthcare: Blue Cross Blue Shield PPO (80% of the premiums offset by Kramden) dental, and vision.
- Retirement: SIMPLE IRA with 3% matching funds.
- Leave: Three weeks PTO (2 weeks flexible with 3rd week between Christmas and New Year’s) and additional PTO accrued yearly.

**To Apply:**

Submit your resume and a cover letter outlining your interest in this position to, jobs@kramden.org. Include “Office Coordinator” in the subject line. Applications will be accepted until the position is filled but priority will be given to those submitted before February 5, 2024.

Kramden Institute is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.