

# HANDS & FEET PROJECT

Job Description  
**Resource and Support Administrator**  
Nashville, TN

**Reports to:**

Executive Director

**Works Closely With:**

All Director Level Leadership

**Primary Objectives**

1. Contribute to development, application, and accountability of Hands and Feet Project Standard Operating Procedures (SOP) to support staff and to help Hands and Feet Project fulfill its mission and vision with excellence.
2. Create workflows to assist in training and equipping any new employees as Hands and Feet Project grows to further fulfill its mission and vision.
3. Create a culture of excellence and innovation in all areas of administration (including but not limited to data storage, donor management systems, financial reporting, trip logistics, team communication, etc.)

**Responsibilities**

General Administration

1. Initial point person for all general external communication. This is including but not limited to, answering phone calls during scheduled hours and responding to general inquiries via website or designated email groups.
2. Oversee all aspects of HAFP's donor management system. This is including but not limited to, troubleshooting donor or financial issues and recording all interactions in their donor profile, entering offline donations weekly, and exporting weekly and monthly reports for team members.
3. Assist in creating HAFP assets, including but not limited to, document meeting minutes, job descriptions, training materials, graphics, newsletters, etc.

4. Manage large projects, including but not limited to, marketing, developing SOPs for all administrative pieces that are not currently in place, website development and maintenance, internal organizational projects, etc.
5. Assist with administrative tasks local to HAFP office, including but not limited to, checking mail, shipping and mailing items as needed, preparing supply luggage for staff trips to Haiti, etc.

#### Trip Logistics

1. Responsible for trip administration, including but not limited to, paperwork processing, managing finances, orchestrating airfare.
2. Oversee all logistics pertaining to interns.
3. Ensure a smooth trip registration process for all trip participants.

#### Other Hands and Feet Project Team Member Responsibilities:

1. Participate in regular meetings and communication set forth by the Executive Director.
2. Be responsive to the spiritual, personal, and work needs of other Hands and Feet Project staff.
3. To the best of your ability, contribute to the overall cultural and spiritual health of Hands and Feet Project

#### **Knowledge, Skills, and Abilities**

1. Mature Christian.
2. Devoted to the overall mission and vision of Hands and Feet Project.
3. Adhere to and be able to share Hands & Feet Project's Statement of Faith, Cultural Values, and Standards of a Staff Member.
4. Highly organized, have good customer service skills, and able to pay great attention to details.
5. Positive attitude, good communication skills, and be devoted to the overall goals and mission and vision of Hands and Feet Project.

Additional:

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I fully understand my job responsibilities and acknowledge my role in accomplishing them at the best of my abilities.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Executive Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_