Hospital Hospitality House
of Southwest Michigan

JOB DESCRIPTION

Job Title: Administrative Assistant
Reports To: Executive Director
Hours: Full-time (40 hours per week)
Wage: $22.00 per hour, non-exempt

Who We Are
Hospital Hospitality House of Southwest Michigan (HHH) is a private, nonprofit organization whose mission is "to make it easier for families to support their loved one receiving medical care by providing a homelike, comforting place to stay." Supportive and compassionate lodging is provided to family members of hospitalized and ambulatory patients in need. HHH operates two modern facilities (houses) in Kalamazoo, totaling 14 guest rooms: 828 South Burdick Street, near Bronson Methodist Hospital, and 1800 Henson Avenue, near Beacon Kalamazoo (formerly Ascension Borgess Hospital). To learn more about the mission of HHH, go to www.hhhkz.org

Job Summary
The Administrative Assistant helps advance the mission of HHH by supporting smooth, welcoming, and efficient daily operations for guests, staff, volunteers, and community partners. This role provides essential administrative, clerical, and hospitality support that helps maintain a compassionate, home-like environment for individuals and families facing medical crises. This position requires exceptional organization, attention to detail, professionalism, and a warm, service-oriented approach that reflects the organization's core values.

PRIMARY DUTIES AND RESPONSIBILITIES

Fund Development Support

- Learn and master the Givebutter Plus donor and communications CRM.
- Process all monetary and in-kind donations promptly and generate donation acknowledgment letters for the Executive Director's signature.
- Provide administrative support for fundraising programs including Hearts for the House, Year-End Appeal, and third-party events.
- Assist in grant writing activities, including grant application assembly and submission, creating customized attachments (charts, graphs, budgets, rosters, logic models, etc.), and establishing and tracking an annual grant application schedule.

Public Relations and Community Engagement

- Coordinate the dissemination of a quarterly newsletter and annual Community Impact Report, working with the Executive Director, designer, and printer/publisher to ensure completion, accuracy, and timeliness.

- Facilitate frequent postings on social media, including photography, graphics, and narration of events, volunteerism, and other activities, stories, and announcements of interest.
- Create and maintain an up-to-date media database. Send media releases for public relations items such as board and leadership appointments, awards, events, and other newsworthy happenings and accomplishments.
- Establish and maintain a community outreach schedule with staff and board assignments, seeking to expand the agency's presence at community events, civic groups, and other promotional opportunities.
- Organize and maintain a portable outreach booth, including table displays, informational posters and flyers, and swag giveaways.

Data Collection and Reports

- Enter all guest contact information from the guest registration application (Hospitality HouseKeeper) into the communications CRM (Givebutter).
- Generate on-demand and annual data reports from Hospitality HouseKeeper that list total days of care, average length of stay, guest demographic information, and other statistics that enhance community education and grant applications.
- Enter all Guest Experience Survey responses into the MS Forms database and create on-demand aggregate survey outcomes reports.

Human Resources

- Learn, master, and maintain the BambooHR human resources information system.
- Assist in onboarding and offboarding staff as assigned.
- Facilitate the development and scheduling of an annual staff training calendar.

Business Office

- Order and organize all office supplies.
- Serve as information technology contact and liaison to the agency's IT vendor.
- Maintain records of all leased and purchased office and business equipment, including operating manuals and contracts.

Board of Directors Support

- Prepare and maintain an up-to-date (MS Outlook and paper) board and committee meeting calendar and board roster.
- Prepare and send agendas and associated documents (board packet) for all board and committee meetings.
- Maintain the cloud-based file system for all board and committee meeting documents.
- Serve as backup to the Board Secretary as needed.
- Provide other administrative support to the Board of Directors as assigned.

Guest Services

- Receive and process referrals, greet guests, check in/out guests, and respond to guest needs and requests as may be needed.
- Report any guest-related issues or concerns to the appropriate administrator.

QUALIFICATIONS & ATTRIBUTES

- Minimum high school diploma or GED with relevant work experience.
- Effective problem-solving and conflict-resolution abilities.
- Excellent interpersonal, writing, and verbal communication skills.
- Proficiency in Microsoft 365 for Business and overall keen technical aptitude.
- Strong time management skills and a history of workplace punctuality.
- Self-directed, motivated, and able to make job-related decisions independently.
- Capacity to work with people of diverse backgrounds.
- Reliable transportation to run errands and attend events and activities.

WORK ENVIRONMENT

This job takes place in a hotel-like environment that provides a temporary home for hospital patients and/or their caregivers. The facilities are clean, well-lit, and temperature controlled.

The noise level is usually quiet to moderate. Given the nature of medical crises, guests may sometimes be under stress and be emotional. The workplace culture emphasizes the core values of HHH: Integrity, Respect, Compassion, Collaboration, and Hospitality. These values drive teamwork, fun, flexibility, positive energy, and a commitment to exceptional guest service.

WORK SCHEDULE & EXPECTATIONS

This position is full-time, Monday through Friday, during standard business hours. Occasional evening or weekend work may be required based on organizational needs, events, or deadlines.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to type and carry items. The employee must occasionally lift and move up to 25 pounds. Specific vision abilities required by this job include reading a monitor and printed documents.

Note: Reasonable accommodations will be provided to enable individuals with disabilities to perform the essential functions of this job, if those accommodations do not pose an undue hardship to the organization. Applicants and employees should submit requests for accommodations to the Executive Director.

To apply for this position, please send a cover letter and resume to office@hhhkz.org