

**Volunteer Corporate Credit Union**

**Established in 1981, VolCorp is a not-for-profit financial cooperative based in Nashville, TN serving over 330 natural person credit unions nationwide. VolCorp’s mission is to serve as the primary financial partner for credit unions by providing superior products, services, and support. For more information about VolCorp, please visit** [**www.volcorp.org**](http://www.volcorp.org)**.**

**We are currently recruiting for an Administration/HR Assistant.**

**Hybrid & Remote Work Environments:**

Option available based on position and the location of incumbent.

**\*Generous time off-** VolCorp offers a generous allotment of pro-rated vacation, discretionary and sick time to any part time employee who will work an average of 24 or more hours in a week. In addition, we follow the Federal Reserve guidelines with 11 holidays per year

**\*Culture-** We pride ourselves on striving to maintain and achieve a culture that lives and breathes our operating principles daily. Those principles include Accountability, Vision, Trustworthiness, and Unity while remaining Results Focused. Our culture is reflected in our average length of service which is currently running at 14 years. We strive to do it right!

**\*Benefits-**  Medical, Dental, Life, Disability, Vision, Health Reimbursement Accounts, Health Savings Account, Flexible Spending Accounts are all part of the Benefit Package for any part time employee who averages 24 or more hours per week.

**\*Retirement Plans-** Once you enter our retirement plans the company will make a 3% contribution to your 401K plan and a 7% contribution to a Retirement Savings Fund Plan which is a combined total contribution of 10%. The contribution takes place even if you choose to not personally contribute. Should you choose to contribute you have contribution platforms such as Roth or tax deferred investment options. The retirement eligibility is 30 days of service and 1st of the month following 30 days of service.

**\*Community Giving-** VolCorp is paired with a local charitable organization where we “give back” to the community. Paid time off provided to work with the organization and fundraisers held yearly for their benefit.

\***Sign on bonus**- $1,000 sign on bonus after completion of 60 days

POSITION SUMMARY:

This role is considered a position of “trust” within Volunteer Corporate Credit Union (VolCorp) – one which is highly-visible with regular and direct exposure to our Board, executive team, and membership. The incumbent will handle confidential information (e.g. Board minutes, company strategy, employee data, etc.) and have some regulatory responsibilities in addition to providing direct administrative support for Administration/Facilities, Human Resources, and other departments. Desired attributes include high emotional intelligence, professional work ethic, positive attitude, well-spoken, analytical reasoning, reliable, ethical, results-oriented, team player, and independent self-starter.

PRINCIPAL RESPONSIBILITIES:

**60% Administration & Facilities**

 Corporate Administration / Executive Support

 5% Attends monthly Committee Meetings (i.e. ALCO & Symphony),

 records meeting/take notes, and transcribes/prepares draft meeting

 minutes for final review/edits.

 5% Assists with the preparation and assembly of monthly Board and

 Supervisory Committee packages, as required.

 5% Provides administrative support for Senior Leadership Team to include

 external mailings, regulatory filings, meeting logistics, and other special

 projects, as requested.

 5% Assists with staff travel needs/hotel reservations/on-site and off-site

 meeting arrangements, food/catering orders, as requested.

Facilities / Fleet

 5% Tracks fleet vehicle service/maintenance appointments and maintains

 service schedules/records for all company autos. For fleet vehicles based at

 2460 Atrium Way, assist in scheduling vehicles for staff travel using

 existing reservation system (Outlook Calendar) and arrange for recommended

 vehicle service/maintenance, as needed.

 5% Obtain 100% proficiency in facility operations to serve as back up to

 Supervisor regarding daily repairs/issues, contacting facility vendors, as

 needed. Tracks/Maintains Vendors’ Certificates of Insurance.

 Administrative Support

 10% Reception – Manages front desk/reception area, serving as the first point of

 contact with visitors, vendors, and deliveries. Screens, registers, and tracks

 visitation. Acts as the primary telephone system Operator for VolCorp, ensuring

 calls are transferred appropriately, or messages are taken accordingly.

 5% Mail – Receives/Prepares incoming/outgoing mail (including mass mailings)

 via preparation, distribution, and postage management. Assists staff with

 overnight packages & shipments. Maintains/Monitors postage balance in the

 meter and prepares voucher for approval for additional postage requests.

 5% Supplies – Serves as primary source for gathering/placing supply orders for

 Company, ensuring the most cost-effective prices are received and verifies

 accuracy and receipt of all supplies. Maintains/purchases related supplies

 (e.g. kitchen, coffee, stationery, etc.).

 10% Miscellaneous – Prepares correspondence/spreadsheets/mass mailings to

 support ongoing business needs. Emails monthly Member Statements via

 SimpliCD program. Assists with monthly Staff Meetings (scheduling/hosting/

 recording/attendance) to include development of agenda. Coordinates meeting

 room calendars (via Outlook). Orders flowers/procures donations for Staff “life”

 changes, as well as for Member Credit Unions. Other duties, as assigned.

**40%** **Human Resources Support**

 Employee Support

 30% Processes/saves electronic documents to secure online folders for retention.

 Maintains/Updates enterprise Organizational Charts. Prepares HR billings/

 payments (for approval) and oversees monthly balancing. Assists with employee

 data recordkeeping within the HRIS system. Coordinates staff background

 checks. Assists in conducting the annual tuition reimbursement study. Schedules

 HR meetings, as needed, and distributes communications accordingly. Tracks employee birthdays/anniversaries, prepares recognition letters and maintains staff service award plaques. Tracks Management training quarterly.

 Hiring / Onboarding

 5% Coordinates placement of all hiring advertisements. Assists with scheduling candidate interviews, training managers on applicant tracking system, sending

 candidate hiring status letter(s), onboarding new employees, creating new

 online folders for new hires on HR drive.

.

 Legal / Regulatory

 5% Maintains legal postings for all states we operate in. Prepares and submits

 Affirmative Action Compliance reports monthly/quarterly/annually, as required.

RELATED DUTIES:

1. Performs other related tasks and special assignments as required or requested by the Director, Administration & Facilities.
2. Adheres to company and governmental policies and regulations including those relating to Equal Employment Opportunity and Affirmative Action Plan compliance.

REQUIRED EDUCATION AND EXPERIENCE:

5 to 10+ years’ experience in a professional office setting with proven business experience and training required as an administrative assistant or executive secretary.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

* Advanced ability to interface with all levels of Management and Staff, as well as with visitors/members/regulators/auditors (via in-person, telephone, and/or Zoom/Teams).
* Strong written and verbal communication skills including exceptional editing/proofreading abilities and attention to detail.
* Well-honed time-management skills, multi-tasking ability, and independent self-starter.
* Experience and professionalism in working with highly confidential information.
* Extensive experience with Microsoft Office tools (e.g. Word, Excel, Outlook/Calendar, PowerPoint, Visio, Teams), Zoom; Right Signature/Adobe Acrobat/Similar PDF programs; Organizational Chart/Process Flowcharting applications.
* Experience with general office systems (i.e. telephone, printers, copiers, fax, etc.)
* Familiarity with screening visitors/deliveries using video security tools.

PHYSICAL DEMANDS:

No unusual physical demands

Some slight lifting of boxes and/or mail baskets.

WORKING CONDITIONS:

No unusual working conditions

Basic office setting

Please apply at https://volcorp.pshire.com

VEVRAA Federal Contractor; Equal Opportunity Employer, including disability and veteran.