

If you're the kind of person who notices what needs to be done and jumps in to help, you'll feel right at home here.

At AIRW, we're a close-knit, mission-driven team that values strong communication, collaboration, and showing up for one another. We take pride in supporting Indiana's rural communities — and in supporting each other. We're looking for someone who enjoys being part of a team, takes ownership of their work, and wants to grow alongside coworkers who genuinely care about the work and one another.

About the Association

The Alliance of Indiana Rural Water (AIRW) is a nonprofit 501(c)(6) trade association and has served as the Indiana state affiliate of the National Rural Water Association since 1982. AIRW provides training, technical assistance, advocacy, and workforce development support to rural and mid-sized water and wastewater utilities across Indiana.

With more than 1,000 members statewide and a dedicated staff of approximately 18, AIRW is committed to strengthening Indiana's rural communities through reliable infrastructure, skilled operators, and strong utility leadership.

We are currently accepting applications for a **part-time Office Assistant** to support our growing team.

About the Position

The **Office Assistant** plays a key role in supporting the day-to-day operations of AIRW's Franklin, Indiana office while collaborating closely with staff to serve our members. This position supports membership services, training and apprenticeship programs, CEU processing, conference coordination, and general office operations. The role regularly interacts with members, trainers, and leadership and represents AIRW in a professional, responsive, and welcoming manner.

This position requires someone who is comfortable wearing many hats, managing shifting priorities, and proactively stepping in where needed. The ideal candidate is dependable, detail-oriented, self-directed, and enjoys contributing to a collaborative, mission-driven team.

Who Will Thrive in This Role

You'll be a great fit if you:

- Enjoy being a dependable "go-to" resource who keeps operations moving forward
- Take ownership of your work and proactively identify what needs to be done
- Communicate professionally and follow through consistently
- Can manage competing priorities, especially during event-driven weeks
- Maintain strong attention to detail and organizational accuracy
- Work effectively both independently and as an engaged member of a collaborative team
- Thrive in an environment that values accountability, responsiveness, and teamwork

This Role May Not Be a Good Fit If You:

- Prefer having tasks consistently assigned rather than identifying what needs to be done

- Struggle to manage your time or maintain productivity without supervision
- Are uncomfortable with shifting priorities, deadlines, or event-driven workloads
- Are uncomfortable balancing independent work with ongoing collaboration and communication

Roles and Responsibilities:

- Answer phones and monitor Alliance mail, email, faxes, and voicemails, responding promptly while providing friendly and professional customer service to members and partners
- Support association database administration, including reporting, data entry, processing new member applications, and maintaining accurate membership records throughout the membership lifecycle
- Assist with CEU processing, attendance tracking for webinars, and preparation of handouts and mailings for conferences, trainings, and exam review courses
- Support conference and event logistics, including pre-conference preparation, onsite registration, post-conference processing, and maintaining a professional and welcoming presence during events
- Assist with inventory management of promotional items and office supplies and maintain internal filing systems essential to daily operations
- Support office operations by coordinating contractors, managing office equipment maintenance, and assisting with invoice processing, research, and vendor coordination as needed
- Support communication and coordination efforts led by the Training Coordinator with hosts and trainers before and after trainings to ensure successful execution and gather feedback
- Assist with website updates, event registration platforms, and general administrative support for staff and leadership as needed
- Perform other duties as assigned

Job Requirements

Education, Skills & Abilities:

- 2–4 years of customer service or administrative experience, preferably in an office or team-based environment
- Experience working in a non-profit or membership-based organization is a plus, but not required
- Strong verbal and written communication skills, with the ability to interact professionally with members, trainers, and coworkers
- Working knowledge of Microsoft Office, including Excel, with the ability to learn new systems and databases
- High attention to detail with strong organizational and time-management skills
- Self-motivated, dependable, and able to work both independently and collaboratively
- Associate's degree in business administration or a related field preferred, or equivalent combination of education and experience

Schedule & Position Details

- Part-time position, approximately 20–24 hours per week
- Work is primarily performed during regular office hours, Monday–Friday, 8:00 a.m.–4:00 p.m.

- Hours may increase during event times to accommodate additional responsibilities
- This position is part-time; future opportunities may become available as organizational needs evolve, but there is no expectation or guarantee of a full-time transition

Work Location & Travel

- Onsite position at AIRW's Franklin, Indiana office
- Occasional travel within Indiana for events (5–6 times per year), including overnight stays

Why You'll Love Working Here:

At the Alliance of Indiana Rural Water, we don't just say we're a great workplace—we live it every day. Our commitment to creating a supportive, rewarding, and engaging environment is more than words; it's woven into everything we do.

Here's what truly sets us apart:

- **Collaboration & Support:** We celebrate personal successes and team wins while fostering a culture where everyone's ideas and contributions are valued, ensuring every team member feels empowered.
- **Growth Opportunities:** We help our employees grow by providing internal training and opportunities to expand their knowledge and skills, fostering both professional and personal success.
- **Recognition & Rewards:** Hard work is always appreciated. From annual appreciation events to bonuses for longevity, we ensure our team feels valued and rewarded for their dedication.
- **Work-Life Balance:** We understand the importance of balance and offer flexible schedules to support your personal and professional well-being.
- **Engagement & Traditions:** From team lunches to workplace traditions, we make sure fun and connection are part of the job.
- **Planning For Your Future:** Enjoy a 401(k) plan with a generous match of up to 10% after just 90 days.

At AIRW, we're not just building a team—we're building a community where your contributions matter, your growth is supported, and your hard work is celebrated. Come be part of something exceptional!

Compensation

Hourly Pay: \$18–\$20/hour to start, depending on experience

Alliance of Indiana Rural Water is an equal opportunity employer.

Application Instructions

To be considered, please submit:

- A resume, **and**
- Email a brief Cover Letter to alliance@inh2o.org explaining:
 - *Why this role interests you*
 - *What being a great teammate means to you*
 - *Why you believe you would thrive in this role*