Administrative Assistant Job Description

Reports to: Chief Operating Officer

Location: Based in Washington, DC, with remote daily work and occasional in-person meetings

Status: Full-time plus benefits

Salary Range: $50,000 - $55,000

Start Date: Mid-January, 2027

Position Summary

The Administrative Assistant will play a vital role in supporting SHLB's operations, membership engagement, and event planning efforts. This is an ideal position for a detail-oriented professional who thrives in a fast-paced environment and is passionate about nonprofit service and member engagement.

Key Responsibilities

Membership Support (50%)

- Respond to incoming inquiries about membership, providing information about membership dues, benefits, invoices, and renewals.
- Assist in member onboarding and renewal processes.
- Track membership engagement (attendance at SHLB events) to gauge likelihood of renewal.
- Coordinate member outreach efforts, including event follow-ups and outreach to disengaged members. Track outreach and touch points with members (follow up emails or calls) in Monday.com.
- Track SHLB's membership dues invoices and present weekly updates to senior staff about collections on overdue accounts. Send reminders about overdue payments via phone calls and email.
- Submit purchase order requests and process membership dues invoices via corporate and government payment portals; document any changes to these external payment processes.
- Maintain membership and event databases, ensuring records and contact information are accurate and up to date in Novi, Google Groups, and Monday.com.

Administrative Support (30%)

- Provide daily administrative support to leadership, including scheduling meetings, handling correspondence, preparing expense reports, and managing calendars.

- Assist in preparing reports, presentations, and meeting materials for policy calls, conference sessions, and board meetings.
- Assist with basic accounting tasks in coordination with the finance team: keeping vendor files organized in Google Drive, managing receipts in the Shoeboxed app, and managing vendor invoices, payments, and receipts.
- Maintain basic updates to the SHLB website.

Event Coordination & Logistics (20%)

- Provide operational support in the planning, logistics, and execution of SHLB's events, including policy calls, webinars, and the annual conference, AnchorNets through notetaking, tracking to-do items, and scheduling follow up calls/meetings.
- Assist in event promotion by working with the Marketing Manager to update the website, develop social media content, prepare slide decks, etc.
- Assist with event preparation, such as printing conference materials, name badges, flyers, and speaker tent cards. Assist with stuffing name badges and folders with printed materials.
- Provide on-site support including attendee check-in, managing name badges, and counting attendees in each breakout session.

Qualifications

- 2 years of administrative experience (preferably in a nonprofit or membership-based organization).
- Based in the DC Metro Area.
- Strong organizational skills and attention to detail.
- Familiarity with remote work platforms.
    - We use Zoom, Google Workspace, and Monday.com
- Familiarity with a CRM database.
    - We use Novi AMS, but Salesforce or similar is a plus.
- Strong written and verbal communication skills.
- Ability to multitask and manage competing priorities in a fast-paced environment.

Salary + Benefits
This position is full-time with an average of 40 hours per week. The salary range is $50,000 - $55,000, plus the opportunity for performance-based bonuses. SHLB offers a competitive benefits package that includes medical, dental, and vision insurance, retirement plan with employer match, remote work stipend, and unlimited paid time-off.

Physical Demands
Employees are required to be stationary for extended periods, with use of a computer and keyboard with or without a reasonable accommodation. Up to 5% travel required.

Equal Opportunity Employer
SHLB is an equal opportunity employer and is committed to ensuring that all people—including but not limited to those who have been historically underrepresented based on race/ethnicity, age, disability, sexual orientation, gender, gender identity, socioeconomic status, citizenship status, or religion—are represented in the development of our staff, Board, policies, program, participants, and coalition members.

Employment Relationship
Employment with the SHLB Coalition is for no specific period of time and is an "at will" position in accordance with DC law.

About Us
The SHLB Coalition (colloquially called "Shell-Bee") is a growing public interest organization headquartered in the Washington, DC area with over 300 member organizations from around the U.S. SHLB advocates for policies and programs that enable anchor institutions to obtain and promote open, secure, high-quality broadband services to support connectivity and opportunity for all. We are:

Mission-driven
We passionately and optimistically pursue broadband and digital opportunity policies for anchor institutions and their communities.

Inclusive
As a coalition of diverse members, we are collaborative and bring as many voices to the table as possible.

Visionary
We are forward-looking, embrace new technologies, and recommend policies that maximize the opportunities for anchor institutions in an ever-changing digital landscape.

Nonpartisan
We strive to build consensus, are respectful of others' positions, and avoid partisanship whenever possible.

Knowledgeable
We dive deep into complex issues – using facts, research, and expertise to influence our policy recommendations.

SHLB has built a reputation for being an engaged, informative and collaborative organization where members participate in advocacy and educational opportunities to promote affordable access to high-speed internet connections for anchor institutions and surrounding residential consumers. We are looking for a teammate who shares these values and will continue to grow our work as a staff team and as a coalition. Learn more at www.shlb.org.

TO APPLY: Please send your resume and cover letter to operations@shlb.org with the subject line: Administrative Assistant. We're aiming for a mid-January start date with rolling interviews as we receive applications.