



Jack's Basket, a passionate and growing non-profit organization dedicated to celebrating babies with Down syndrome, is seeking an Office & Fulfillment Coordinator to support a variety of essential tasks. The ideal candidate will be hardworking, positive, friendly, and highly organized. With a strong attention to detail and exceptional communication skills, this individual will play a vital role in ensuring smooth operations and supporting the Down syndrome community.

Job Title: Office & Fulfillment Coordinator

Location: Headquarters office in Arden Hills, MN

Type: Full-time, 40 hours/week

The Office & Fulfillment Coordinator at Jack's Basket is the key person who ensures smooth communication and coordination among staff, manages incoming requests, and handles many of the day-to-day administrative tasks of the office. This role requires someone who is exceptionally organized, detail-oriented, and proactive in managing administrative tasks, data, and inventory. The ideal candidate is the glue that keeps the organization running efficiently, making sure everyone is informed and supported. This position is perfect for someone who thrives in a fast-paced, mission-driven environment and is excited to take ownership, propose improvements, and help scale our operations as we grow. You'll not only support our current systems — you'll help us build what's next.

Key Responsibilities:

- **Communication and Coordination:** Act as the central point of contact for the organization, greeting visitors, managing incoming inquiries from basket requesters, donors, families, medical providers, board members, and staff. Ensure staff members are informed about ongoing activities and updates.
- **Office Administration:** Oversee the daily management of the office, including ordering office supplies, maintaining cleanliness, and ensuring a well-organized work environment.
- **Program Fulfillment and Shipping:** Manage the fulfillment and shipping of baskets, provider information packets, volunteer packets, and any other mailed items. Ensure that all shipments are prepared accurately and sent in a timely manner.
- **On-Site Volunteer Management:** Serve as a primary point of contact for volunteers once they arrive on-site. Partner closely with the Volunteer Coordinator to ensure a smooth handoff and a positive in-person experience.
- **Group Assembly Event Execution:** Lead all day-of logistics for Group Basket Packing events, including setting up the event space and stations, check-in, leading basket-building instructions, and overseeing event breakdown and cleanup. Partner with the Volunteer Coordinator and Core Volunteers to ensure a smooth, mission-aligned experience for each group.
- **Inventory Management:** Oversee the incoming inventory process, ensuring accurate tracking, proper stocking, and organization of the storage area. Work closely with the Director of Programs & Operations and other staff to manage inventory levels and coordinate reordering as needed.
- **Data Management:** Maintain and manage the organization's data with superior attention to detail, including entering check donations into the CRM system, updating constituent



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information, entering data for the Celebration of States project, cleaning up existing data, and maintaining database integrity in Salesforce or similar platforms.

- **Donor Communications:** Process and send acknowledgment letters or emails promptly. Prepare and mail thank-you cards to donors, collaborating with the CEO and Director of Programs and Development as needed.
- **Campaign & Event Support:** Assist with administrative and logistical tasks related to donor events and fundraising campaigns throughout the year, including event preparation, on-site support, and handling gala silent auction data entry and donation acknowledgments.
- **Special Projects:** Provide administrative support to other staff members as needed, including assisting with special projects and cross-functional tasks.

Required Qualifications:

- Passion for Jack's Basket's mission, values, and the families we serve.
- Strong organizational and time-management skills.
- Attention to detail and the ability to multitask.
- The initiative to step in when you see something that needs to be done.
- A growth mindset, willingness to ask questions, and openness to learning.
- Ability to work independently and anticipate work needs.
- Effective interpersonal skills and teamwork with other staff members.
- Strong written and oral communication skills.
- Previous experience in an administrative or executive assistant role is preferred.
- Confident public speaking skills, with the ability to clearly explain instructions and processes to a room of volunteers of varying experience levels.
- Proficiency in Google Workspace (Gmail, Google Docs, Sheets, Slides, etc).
- Salesforce proficiency is preferred; experience with other CRM or donor management tools is also helpful.
- Comfortable troubleshooting basic office and meeting technology (video conferencing platforms, presentation equipment, printers, POS systems, etc.)
- Ability to carry up to 40 lbs up and down stairs.
- On occasion, availability to work flexible hours, including evenings and weekends.
- Bachelor's degree preferred.

Salary:

Commensurate based on experience.

Application Procedure:

To apply, send a cover letter and resume with the job title to:

Jack's Basket

Attn: Melody Schwartzbauer, Director of Programs & Operations

info@jacksbasket.org

We thank all applicants for their interest; however, only those selected for an interview will be contacted.