



11350 McCormick Road, Executive Plaza I, Suite 100, Hunt Valley, Maryland 21031 | 888-317-5850

Position: Receptionist & Office Assistant

Location: Hunt Valley Office

Reports to: Director of Operations

About Believe Big

Believe Big is a nonprofit Christian organization dedicated to helping families face, fight, and overcome cancer by bridging the gap between conventional and complementary medicine to heal in all aspects of life—physically, emotionally, and spiritually.

Position Summary

This position serves as the first point of contact for Believe Big—welcoming guests, answering phones, and providing high-quality administrative support to ensure daily operations run smoothly. The ideal candidate is organized, warm, detail-oriented, and mission-driven, with excellent communication skills and a heart to serve patients, donors, volunteers, and staff.

This role supports office workflow, donor care, meeting logistics, and general administrative tasks that uphold Believe Big's standards of excellence, hospitality, and integrity.

Key Duties and Responsibilities

1. Front Desk & Guest Experience

- Greet visitors, patients, donors, and volunteers with warmth and professionalism.
- Answer and route phone calls; respond to general email inbox inquiries.
- Maintain a clean, welcoming reception area and office.

2. Administrative & Office Support

- Provide scheduling and calendar support for the Director of Operations and team.
- Organize staff meetings: room setup, Zoom links, minutes, and follow-up tasks.
- Handle incoming/outgoing mail, packages, and daily office correspondence.
- Maintain office supplies, equipment, and vendor relationships, track inventory and place orders.
- Assist with document preparation, digital filing and data entry.
- Compile and coordinate necessary inventory of all equipment and supplies needed for events relative to size, scope and attendance.

3. Donor & Constituent Care

- Support donor acknowledgments and mailings (thank-you letters, receipts, packets).
- Update contact records in the CRM/database with accuracy and confidentiality.

- Assist with call lists and light donor stewardship tasks in partnership with the Director of Mission Advancement.

4. Compliance & Organizational Excellence

- Adhere to confidentiality, data integrity, and safety policies.
- Support process documentation for recurring office tasks and checklists.
- Assist with basic bookkeeping support (invoice routing, coding, expense tracking) as directed.

5. Believe Big Apparel & Inventory

- Monitor and ship online orders
- Assist customers in purchasing merchandise
- Analyze trends and sales to maximize success and present findings to Director of Operations/Creative Director.
- Maintain accurate records of inventory and inform the Director of Operations when items and sizes are running low.

Qualifications

- 2+ years of administrative, receptionist, or office support experience (nonprofit or healthcare setting a plus).
- Proficiency with Google Workspace or Microsoft Office; comfort with CRM/databases (training provided).
- Excellent organization, attention to detail, and time management skills.
- Strong verbal and written communication; professional, compassionate phone presence.
- Ability to manage multiple tasks, prioritize, and meet deadlines with minimal supervision.
- Commitment to the Believe Big mission and the ability to represent it with authenticity and care.
- Ability to lift heavy objects up to 40 lbs.

Personal Attributes

- Mission-driven, faith-centered approach to service.
- Warm, hospitable, and solutions-oriented; maintains confidentiality and discretion.
- Team player who values excellence, integrity, and thorough follow-through.
- Calm under pressure; dependable and adaptable to changing priorities.
- Health Conscious

Schedule and Compensation

- **Part-time:** 25–30 hours per week (Monday – Thursday, occasional evenings/weekends)

- **Compensation:** Competitive hourly rate, commensurate with experience
- **Work setting:** Onsite in Hunt Valley

How to Apply

Please send your resume, cover letter, and three professional references to Dannielle@believebig.org. Use the subject line: **Receptionist & Office Assistant – [Your Name]**.