



Position Title: Administrative Coordinator

Reports to: Executive Director

Job Location: Wilmington, NC

Position Type: Exempt, Full-Time

Department: Administrative

About CFS

Established in Wilmington, NC in 1996, Canines for Service, Inc. is a 501(c)(3) nonprofit, and the longest operating, internationally accredited (ADI) service dog provider in the state. Our mission is to inspire veterans through life-changing canine partnerships. CFS provides highly trained service dogs, at no cost or fundraising obligation, to Veterans from all conflicts with service-connected mobility challenges, post-traumatic stress disorder, military sexual trauma, and/or traumatic brain injuries.

Benefits

- Medical, dental, and vision insurance covered in part by Canines for Service
 - 401k plan with company match
 - Life insurance
 - Short-term disability
 - Cell phone stipend
 - PTO and paid holidays
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Position summary

The Administrative Coordinator is a vital team member who supports the overall operations of Canines for Service (CFS) through exceptional organizational, administrative, and communication skills. This role ensures efficient office management, serves as the primary point of contact for general inquiries, and provides cross-departmental support including donor relations, program coordination, and executive assistance. The ideal candidate is highly detail-oriented, proactive, and aligned with CFS's mission to empower Veterans through life-changing service dogs.

Essential Functions / Responsibilities

Office Administration

- Serve as the first point of contact for phone calls, walk-ins, and general inquiries.
- Manage the general email inbox and voicemail; responds to or redirects inquiries appropriately.
- Tracks and renews annual organizational subscriptions, permits, licenses, and other administrative filings to include submitting the annual non-profit solicitation licenses.
- Ensures organizational compliance with data entry protocols and secure record keeping.
- Oversees the organization's Dialpad account and ensures implementation.
- May work to update other organizational accounts, as necessary.

- Checks organizational P.O. Box and mailbox and distributes mail accordingly.
- Maintains office supply inventory and places orders as needed.
- Works with volunteers on volunteer projects

Development & Donor Services Support

- Processes and deposits all incoming cash and check donations.
- Enters and maintains donor and gift data in Salesforce.
- Generates and mails timely donation acknowledgment letters.
- Assists in preparing donor and fundraising reports for leadership and grant proposals.
- Helps prepare and coordinate materials and logistics for donor mailings, events, and community engagements.
- Assist with website updates and social media responses as needed.

Event and Outreach Support

- Represent CFS at select community events, as needed.
- Works in partnership with the Volunteer Coordinator and Veteran Services Coordinator to prepare materials, displays, and logistics for outreach events and public engagements.
- Ensures promotional inventory (flyers, brochures, swag) is stocked and organized.

Required Skills / Abilities

- Associate's degree required, bachelor's degree preferred.
- Minimum 2 years of administrative experience, preferably in a nonprofit or similar setting.
- Excellent written and verbal communication skills.
- Highly organized, detail-oriented, and able to manage multiple tasks with shifting priorities.
- Strong interpersonal skills and a customer-service mindset.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Experience with Salesforce or donor databases preferred.
- Must pass a background check.
- Valid driver's license and reliable transportation.
- Experience working in a nonprofit environment; veteran-focused or disability service background is a plus.

EEO Statement

Canines For Service is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, disability, military status, or national origin, or any other characteristic protected under applicable federal, state, or local law.

This job description is provided to outline what is expected for the employee in this role during their employment with Canines for Service and is not to be constructed as an employment contract or guarantee of continued employment. This job description is not to be all inclusive of the responsibilities, duties, and activities of the position, this is subject to change.

To Apply

Interested applicants should email a cover letter and resume to the Executive Director, Bethany Leighton, at bleighton@caninesforservice.org