Administrative Specialist Job Description

Organization Overview

Working Wheels provides affordable, reliable transportation to local families in need. Through our Vehicle Purchase Program, we refurbish donated cars and sell them at accessible prices. Our Vehicle Repair Program offers deeply discounted repairs for individuals who are unable to afford maintenance on their existing vehicles. Reliable transportation opens doors to education, employment, healthcare, and a better quality of life, and we're committed to making that a reality.

Position Overview

Working Wheels is seeking a highly organized, detail-oriented **Administrative Specialist** to support daily office operations, financial documentation, data systems, and front-line communication. This role plays a key support function in keeping daily office systems running smoothly and ensuring timely, accurate communication with participants, donors, partners, and staff.

The ideal candidate thrives in a fast-paced nonprofit environment, is comfortable juggling many small but critical tasks, and is comfortable handling the day-to-day details that keep the office running. An interest in vehicles and a willingness to learn our sales process are essential; prior experience with vehicle sales is a plus, but not required. This is a **fully onsite position requiring regular presence in the Working Wheels office**. The duties and responsibilities are subject to shift and change as we grow.

Duties and Responsibilities

- **Front Desk & Office Support**
  - Serve as the first point of contact for visitors and callers
  - Maintain the Working Wheels calendar and support internal coordination
  - Manage office mail, ordering supplies, and general administrative tasks
  - Provide day-to-day administrative support to the team

- **Finance Support**
  - Assist with routine financial documentation, recordkeeping, and internal reporting processes

- **Retail Vehicle Sales Coordination**
    - Set prices within established guidelines and create and maintain vehicle listings
    - Facilitate negotiations and sales with interested parties
    - Ensure all sales documentation is completed accurately and in alignment with Working Wheels policies.

- **Operations & Logistics**
    - Provide back-up support for vehicle donation operations when needed
    - Provide support for general operational tasks

- Other duties as assigned by the Director of Operations

Qualifications

- **Education:** High school diploma or equivalent required; associate's or bachelor's degree preferred.
- **Experience:** Minimum of 2–3 years in an administrative, operations, or office management role and experience supporting retail sales environments, including setting prices, creating listings, and assisting with customer negotiations within established guidelines
- **Technical Skills:** Proficiency in Google Drive, Gmail, Microsoft Word/Excel, QuickBooks or similar accounting software, and CRM systems.
- **Personal Attributes:** Exceptional organization, attention to detail, excellent time management, strong communication skills, reliability, adaptability, and ability to manage competing priorities.
- **Commitment:** Passion for our mission and dedication to equity and inclusion.
- **Additional Requirements:** Valid NC driver's license and safe driving record. Demonstrated ability to work respectfully and effectively with people from diverse backgrounds, including those experiencing financial hardship

Compensation & Benefits

- **Pay:** $22–$23 per hour, 40 hr/wk
- **Bilingual Pay Differential:** Employees who are fluent in Spanish and English (written and verbal) will receive an additional $1.00 per hour.
- **Medical Supplement:** $6,350 per year (paid bi-weekly w/payroll)
- **Retirement Match:** 3% (fully vested).
- **Professional Development:** $750/year.
- **Paid Time Off:**
    - 15 days (Year 1)
    - 18 days (Year 2)
    - 20 days (Year 3)
    - 25 days (Year 4+)

- **Holidays:** 10 paid holidays, 2 floating holidays, plus your birthday.
- **Short-Term Disability Insurance.**
- **Voluntary Benefits:** Critical Illness, Accident, Vision, and Dental
- Working Wheels is a pledged Buncombe County Living Wage employer.

How to Apply

Please email a single document (cover letter + resume) to **info@workingwheelswnc.org** with the subject line: **Administrative Specialist – [Your Last Name]**

In your cover letter, please include:

- How did you heard about the position
- How does your experience align with this role
- Why are you interested in working at Working Wheels

Applications without a cover letter will not be considered

No phone inquiries, please.

Working Wheels is an equal-opportunity employer and does not discriminate based on race, color, national origin, age, religion, disability, gender, sexual orientation, veteran status, or any other protected characteristic.