

Position Title: **Office Manager**  
Direct Supervisor: Assistant Director

Full-time Position

## **I. GENERAL DESCRIPTION**

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- A. Under the direction of the Assistant Director, the Office Manager is responsible for overall office management, maintaining a positive environment, providing executive support, and supporting the overall administrative success of the organization. Specific responsibilities may include: welcoming guests, routine receptionist tasks, donations management, IT and administrative support for all WRC staff, and ensuring the smooth operations of the administrative office of the WRC.
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## **II. MUTUAL RESPONSIBILITIES**

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- A. Complete Crisis Intervention, Emergency Advocacy, and Mandated Reporters training.
  - B. Ensure continuity of services by sharing On-Call, Hotline, and Administrative Front Desk responsibilities as the need arises or as assigned.
  - C. Attend all required WRC meetings.
  - D. Enter service data information in VAdata as program requires.
  - E. Receive and log donations on appropriate form and submit weekly to Office Manager.
  - F. Teach topical units during Crisis Intervention and/or Emergency Advocacy trainings and provide volunteer supervision as program requires.
  - G. Speak to community groups about sexual and domestic violence and/or WRC services as assigned.
  - H. Represent the WRC at meetings or public events as assigned.
  - I. Maintain a clean and orderly private office space and common area.
  - J. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan (The Plan). Communicate clearly and timely issues of performance with supervisor.
  - K. Obtain approval from direct supervisor for all assistance requested by other Program Coordinators.
  - L. Carry out other duties as assigned by direct supervisor or the Executive Director.
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## **III. JOB RESPONSIBILITIES**

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### **A. Office Management**

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- 1. The Office Manager is instrumental in ensuring the administrative office runs smoothly and professionally on a daily basis, and is a welcoming environment for staff, volunteers, clients, vendors, and community members. The Office Manager is responsible for ensuring and coordinating on-going cleaning, organizing, and maintenance of common/shared space.
  - 2. Coordinate the use of common rooms. Arrange and prepare space for meetings held, provision of refreshments or coordination of meals when appropriate, and stocking of supplies in the kitchen, conference room, support group room, bathrooms, etc.
  - 3. Coordinate maintenance of WRC office equipment, contacting appropriate businesses when maintenance and repairs are needed.
  - 4. Purchase supplies for WRC programs, administrative office, and shelters.
  - 5. Daily pick up, open, and organize WRC and Executive Director's mail.
  - 6. Maintain filing of General and Executive Director's documents.
  - 7. Create, revise, and maintain electronic inventory of WRC employee and program forms on the server. Assist with other forms as requested by staff.
  - 8. Create and track requests for Time-Off and other required documents.
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9. Receive and log revenue from mail, donors, and other staff. Coordinate with Finance Office for daily deposits.
  10. Serve as Notary Public for WRC clients, staff, and volunteers.
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#### B. Community and Public Relations

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1. Serve as receptionist in the administrative office: receiving visitors, directing callers to appropriate persons or places, answering telephones and ascertaining the nature of business. Provide crisis intervention to callers and clients as appropriate, completing and submitting appropriate documentation.
  2. Prepare donor and non-donor correspondence.
  3. Provide information on the WRC, its programs and services to other agencies in and outside the Fourth Planning District.
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#### C. Donation Tracking and Acknowledgements

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1. Serve as in-house expert on Donor Database.
  2. Track in-kind and cash donations of contributors and prepare monthly donations reports.
  3. Prepare donor acknowledgement letters weekly.
  4. Coordinate with donors and co-workers to accept large donations and maintain donation spaces.
  5. Prepare database files for bulk mailings.
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#### D. Technical Support

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1. Serve as point person for the maintenance of and troubleshooting for the postage meter, copiers, door access fobs, and pagers.
  2. Provide technical support to staff. Coordinate and serve as liaison between staff and technical consultants when unable to resolve issues within the organization.
  3. Respond to other technical emergencies in the absence of the Assistant Director.
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#### E. Building Management

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1. Be point person for reporting building problems to owner and arranging repair.
  2. Coordinate and serve as liaison between staff and property owners to ensure timely reporting and resolution to property issues.
  3. Responsible for ensuring daily that common spaces (kitchen, conference room, workroom, bathrooms, etc.) are clean and presentable to our clients, staff, volunteers, and guests.
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#### F. Grants Management

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1. Review relevant workplan(s) with Sexual Assault Program Coordinator annually.
  2. Ensure ongoing implementation and evaluation of workplan(s).
  3. Complete and submit regular grant reports as directed.
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### IV. QUALIFICATIONS

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- A. College degree (Bachelor's degree preferred) in business, information technology/computing, or a related field and/or five years of related experience.
  - B. Understanding of the issues of sexual and domestic violence helpful.
  - C. Experience in office management.
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- D. Ability to work effectively with vendors, maintenance crews, technical staff, and consultants to manage daily WRC operations.
  - E. Possess excellent communication skills and be able to relate to the public both by telephone and in person.
  - F. Possess general organizational skills, writing and proofreading skills, and be able to maintain general filing system.
  - G. Ability to provide crisis intervention.
  - H. Possess a working knowledge of word processing, excel spreadsheets, and layout design.
  - I. Ability to deliver WRC services in a culturally sensitive manner.
  - J. Ability to remain patient, calm, and professional when working in crisis situations.
  - K. Ability to work some evening, weekend, and holiday hours.
  - L. Must have reliable transportation and valid driver's license.
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