

Position Title: **Office Manager**
Direct Supervisor: Operations Director Part-time Position (20 hr/wk)

I. GENERAL DESCRIPTION

- A. Under the direction of the Operations Director, the Office Manager will be responsible for general receptionist tasks, clerical support for all WRC staff, and the ongoing operation and management of the administrative office of the WRC.
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II. MUTUAL RESPONSIBILITIES

- A. Conduct all employment related responsibilities in accordance with the Mission, Vision, and Guiding Principles of, and as directed by the policies and procedures outlined by the WRC.
- B. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate clearly and timely issues of performance with supervisor.
- C. Support the community's accessibility to agency services by participating in day-to-day operations at the Administrative & Counseling Offices (1217 Grove).
- D. Carry out other duties as assigned by direct supervisor or the Executive Director.
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III. JOB RESPONSIBILITIES

A. Office Management

1. Coordinate the use of common rooms. Arrange and prepare space for meetings held to include provision of refreshments or coordination of meals when appropriate and stocking of supplies in the kitchen, conference room, support group room, bathrooms, etc.
 2. Coordinate maintenance of WRC office equipment, contacting appropriate businesses when maintenance and repairs are needed.
 3. Prepare donations and monies received in office for deposit by the accounting specialist.
 4. Purchase supplies for WRC programs, administrative office, and shelters.
 5. Create, revise, and maintain electronic inventory of WRC employee and program forms on the TEAMS. Assist with other forms as requested by staff.
 6. Create and track requests for Time-Off and other required documents.
 7. Completion of WRC internal Crisis Intervention Training and Hotline Training is required within the first three months of employment.
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B. Community and Public Relations

1. Direct callers to appropriate persons or places, answer telephones and ascertain the nature of business. Provide crisis intervention to callers and clients as appropriate, completing and submitting appropriate documentation.
 2. Greet walk-ins. Guide, direct, assist as needed by connecting walk-in/client/donor with appropriate WRC staff.
 3. Prepare donor and other correspondence.
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IV. QUALIFICATIONS

- A. Associates Degree and/or two years of related experience.
 - B. An understanding of the issues of sexual and domestic violence.
 - C. Reliable, consistent, engaging, and eager to be part of the WRC team.
 - D. Ability to work independently.
 - E. Ability to work effectively with vendors, maintenance crews, technical staff, and consultants to manage daily WRC operations.
 - F. Possess excellent communication skills and be able to relate to the public both by telephone and in person.
 - G. Possess general organizational skills, writing and proofreading skills, and be able to maintain general filing system.
 - H. Ability to lift up to 20 lbs and go up/downstairs.
 - I. Possess a working knowledge of word processing, excel spreadsheets, and layout design.
 - J. Ability to deliver WRC services in a culturally sensitive manner.
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