

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

Full-time Position

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. Ensure continuity of services by sharing On-Call responsibilities as assigned.
 - C. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate clearly and timely issues of performance with supervisor.
 - D. Support the community's accessibility to agency services by participating in day-to-day operations at the Administrative & Counseling Offices (1217 Grove).
 - E. 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. Purchase supplies for WRC programs, administrative office, and shelters.
 4. Create, revise, and maintain electronic inventory of WRC employee and program forms on Teams. Assist with other forms as requested by staff.
 5. Serve as Notary Public for WRC clients, staff, and volunteers.
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B. Direct Services

1. Answer hotline calls and provide crisis intervention and referral to community services to callers and walk-ins. Complete and submit appropriate documentation.
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C. Community and Public Relations

1. Greet visitors, answer telephones and direct callers to appropriate persons or places.
 2. Prepare donor and non-donor correspondence.
 3. Provide information on the WRC, its programs and services to other agencies in and outside the New River Valley
 4. Coordinate with interpretation/translation contractor to ensure accessibility of services for LEP clients.
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D. Building Management

1. Be point person for reporting building problems to owner and arranging repair.
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E. Technical Support

1. Serve as point person for the maintenance of and troubleshooting for the multi-function printers, and door access fobs,
 2. Respond to other technical and information security emergencies.
 3. Provide technical support for staff. Coordinate and serve as liaison between staff and technical consultant.
 4. Track computer equipment and coordinate upgrades as needed.
 5. Work with IT contractor on planning and executing technical infrastructure and security projects. Coordinate with Executive Director and Operations Director on funding, budgeting, and implementing these projects.
 6. Oversee IT projects' compliance with VAWA privacy standards.
 7. Assist staff with adjustment to technological changes within the organization. Coordinate appropriate IT training for staff with Programs Director and IT contractor.
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F. Development Support

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.
 4. Prepare database files for bulk mailings.
 5. Assist Executive Director in grant and donor research.
 6. Assist Executive Director in coordinating fundraising events.
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IV. QUALIFICATIONS

- A. Bachelor's degree business or a related field or two years of related experience.
 - B. Must have an understanding of the issues of sexual and domestic violence.
 - C. Experience in office management.
 - 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 provide crisis intervention.
 - I. Ability to lift up to 20 lbs and go up/downstairs.
 - J. Possess a working knowledge of word processing, excel spreadsheets, and layout design.
 - K. Ability to deliver WRC services in a culturally sensitive manner.
 - L. Ability to work some evening, weekend, and holiday hours.
 - M. Driving is an essential function of this position. Must have reliable transportation, a valid driver's license, and be insurable through the WRC's insurance policy.
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Certification of receipt of this job description

Employee Signature

Date

Supervisor Signature

Date

Executive Director Signature

Date