

## **OFFICE MANAGER POSITION DESCRIPTION**

**Objectives of the Position:** As an ambassador of Jesus Christ, to promote a positive impression of New Life Resource Center by assisting those making contact via email, phone, chat, in person, or through other means. In addition, this position supports the smooth functioning of the agency by assisting with administrative and clerical tasks.

**Reports to:** Executive Director

**Status:** Part-time, Tuesday, Wednesday, Thursday: 7.5 hours per day, some afternoon/evening hours, hourly compensation

### **Minimum Qualifications:**

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Have experience in office operations and general management skills.
3. Have experience with general accounting procedures and basic computer operations.
4. Exhibit proficient computer skills.
5. Exhibit intermediate skill with Microsoft Office and publication programs.
6. Complete the Side x Side counselor training.
7. Agree to the Center's Statement of Faith, Mission, Values, and Statement of Faith Based Practices.
8. High School diploma or equivalent.

### **Knowledge, Skills, and Abilities Required:**

1. Exhibit excellent organizational skill and ability to keep files, calendars, and client and volunteer schedules.
2. Dependable, reliable, relational, honest, and team player.
3. Ability to be on time, answer the phones, interact with a variety of people, capable of accomplishing the work assigned.
4. Ability to maintain strict confidentiality.

### **Essential Functions:**

1. Provide the first impression of confidentiality, professionalism, and compassion.
2. Answer phone and route calls; answering emails, assist with social media as needed.
3. Schedule appointments according to the guidelines and procedures of the center.
4. Aiding the Program Director in the management of the Baby Boutique including stocking/merchandising baby boutique, managing donations, (laundering & cleaning donations) etc. Scheduling volunteers as needed to assist with these duties.
5. Support the Program Director in scheduling special events with clients and volunteers, help manage events.
6. Greet clients, keep them apprised of any delay in appointments, offer refreshments.
7. Ordering office supplies and ensuring office is properly stocked for conducting daily business.
8. Aiding staff in planning & managing fundraising events.
9. Preparing new client and new volunteer folders.

10. Data entry into various software programs: volunteer hours; new client information; new donor information.
11. Assist with website maintenance.
12. Responsible for updating forms, files and manuals under the supervision of the directors.
13. Helping with general cleaning of the center including wiping down surfaces; bathroom cleaning; vacuuming. Scheduling volunteers as needed to assist with these duties.
14. Perform opening and closing duties as necessary, when serving on the first or last shift of the day.
15. Working with client(s) as Side-by-Side Mentor.
16. Working with medical team as needed.
17. Perform ad hoc clerical duties as assigned.

**Last Modified:** 10/09/2024

**Prepared By:** Annette Dallager, Executive Director

**Employee Acknowledgement:**

I have read and understand the Position Description for the position I hold at New Life. A copy of the Position Description has been given to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at New Life.
2. It does not constitute an employment contract with New Life.
3. It does not confer any rights for any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of New Life.

I understand and agree that my employment with New Life is “at will” and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Original:** Employee’s Personnel File

**Copy:** To Employee

**Copy:** Position Descriptions File