

Name:

Job Title: Office Manager

Department: Community Services

Reports To: Community Services Director

FLSA Status: Non-Exempt

OVERALL PURPOSE

This role ensures the smooth and efficient operation of the office, serving as key contributor to organizational functionality. The role provides specialized support for community service programs and requires strong organizational, administrative, and interpersonal skills to maintain seamless office processes and support the organization's success.

ESSENTIAL FUNCTIONS

1. Office Operations

- Serve as the central point of contact between departments, fostering effective communication and collaboration
- Maintain a comprehensive understanding of the organization's programs, projects and initiatives
- Provide exceptional customer service to meet clients and customer needs
- Oversee daily office operations, including call screening, walk in inquiries, and mail distribution

2. Fingerprinting Services

- Conduct fingerprint screenings as a proficient fingerprint technician
- Assist applicants with the registration process when needed

3. Emergency Services

- Coordinate emergency services programs
- Monitor program activities, prepare reports, and manage agreements
- Organize and facilitate periodic meetings

4. Community Services

- Coordinate VITA scheduling, meetings and correspondence
- Support the Housing Department with services and activities

5. Professional Development and Continuous Improvement

- Identify and implement process improvements to enhance program efficiency
- Adapt to organizational needs and contribute to strategic planning
- Cultivate an environment focused on delivering high-quality results
- Engage in professional development to stay informed about best practices

ADDITIONAL DUTIES

1. Serve as a mandated reporter of child abuse and neglect
2. Maintain confidentiality of children, families, and staff
3. Secure office at the end of each day, ensure lights and equipment are turned off
4. Maintain clean and organized workstations
5. Perform additional duties as requested

QUALIFICATIONS

EDUCATION

- High School Diploma or GED Equivalent required

EXPERIENCE AND/OR TRAINING

- Office environment experience preferred

COMPLIANCE & EMPLOYMENT REQUIREMENTS

- Obtain and maintain required clearances, background checks, and certifications with results acceptable to the organization and consistent with applicable laws
- Fulfill responsibilities as mandated reporter in accordance with applicable laws and organizational policy
- Maintain confidentiality of participants, clients, employees, and organizational information in accordance with organizational policy and legal requirements

CORE COMPETENCIES

- Proficiency with business applications, and standard office software
- Stay current technological advancements and integrate tools to enhance office efficiency
- Foster a positive and collaborative organizational culture
- Resolve operational challenges in a timely and effective manner
- Make informed decisions aligned with organizational goals, policies and compliance requirements
- Communicate effectively and professionally
- Maintain an organized workspace and attention to detail in all work responsibilities



To excel in this role, one must proficiently execute each vital task. The specified criteria outline the necessary knowledge, skill, and/or ability. Reasonable adjustments may be implemented to facilitate individuals with disabilities in carrying out these crucial functions.

I have carefully reviewed the provided job description and comprehensively grasp the outlined requirements. I am capable of fulfilling the essential functions of the role, whether with or without accommodations. I commit to executing all duties and responsibilities to the best of my capabilities.

Employee Acknowledgement

Supervisor Acknowledgement