
# Job Description

Attach organizational chart for position

|  |  |
| --- | --- |
| **Job Title:** | Office Manager |
| **Reports to:** | Chief Financial and Programs Officer |
| **Prepared By:** | Craig Panza |
| **Date Prepared:** | January 26, 2022 |

## SUMMARY

## The Office Manager manages the main Voice of Hope office under the supervision of the CFPO.

##  JOB DUTIES AND RESPONSIBILITIES (this is not an exhaustive list but an example of duties that will need to be performed.

* Full charge bookkeeping using Quickbooks software, as well as other systems
* Manages the purchasing function of Voice of Hope, including researching pricing and negotiating with vendors; also manages A/P
* Manages major office and operational relationships, such as IT vendor, phone system maintenance and copier maintenance contracts
* Manages the A/R function for Programs membership dues; includes receiving and processing parent payments
* Manages the Payroll function for the entire ministry under the direction of the CFPO
* Manages the Human Resource system for Voice of Hope, including employee onboarding and orientation, filing, benefits administration, etc.
* Manages projects related to the Administrative/Office function as assigned
* Performs general office duties including faxing and copying
* Types and/or prepares memos, correspondence, reports, minute meetings, presentations, and other materials for Voice of Hope Ministries
* Files all materials in an accurate and timely manner to ensure easy access and retrieval by department personnel
* Prepares various reports as needed and directed by the CFPO, including monthly financial reports, A/P, payroll, etc.
* Evaluates requests, identifies issues and determines appropriate source for resolution
* Creates and maintains external and internal Voice mail system inbox messages
* Answers department phones and responds to internal and external calls
* Greets clients and visitors, assisting them as needed with directions and other help
* Provides backup support to Voice of Hope support staff as needed
* Promotes Voice of Hope programs
* Actively pursues professional development courses to enhance skills
* Consistently demonstrates position-required behaviors in fulfillment of Voice of Hope Ministry’s mission
* Conducts tours and facilitate activities for Voice of Hope Ministry
* Assists with Voice of Hope programs as needed
* **Performs other duties as assigned**

## SCOPE AND COMPENSATION

* Minimum 40 hours per week
* Hours : August – May (***9am - 6pm)***, June and July( ***8am - 5pm)***
* Base Salary Range: negotiable
* Participation in vacation benefits according to VOH policy
* Participation in health insurance, retirement and life insurance according to VOH policy

**QUALIFICATIONS, EDUCATION AND EXPERIENCE**

* High School Diploma or GED Equivalent or higher education
* Associates degree or Bachelors preferred
* Previous related experience required including proficiency with Microsoft Office products,especially with Microsoft Word, Excel & Publisher
* Must have full-charge bookkeeping experience
* Spanish proficiency a plus
* Strong organizational, prioritization and communication skills
* Pleasant and professional demeanor required
* Ability to quickly learn new computer applications
* Ability to communicate effectively with all level of staff and management
* Good customer relations skills and the ability to handle multiple tasks and assignments
* Ability to locate areas of needed process improvement and suggest alternatives
* Type 50 wpm

## PHYSICAL DEMAND AND WORK ENVIRONMENT

The physical demands described within the job description are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to stand, walk; use hands to finger, handle, or feel objects, keyboards, or controls; reach with hands and arms: stoop, kneel, crouch, or crawl; and talk, hear and speak. The employee will at times be required to lift objects weighting up to 50 pounds.

**Employees may be required to work outdoors at times to supervise workday and community related projects. In addition, employee will be required to work/attend occasional weekend and/or evening events**.