

## **River City Habitat for Humanity OFFICE MANAGER JOB DESCRIPTION**

**Classification:** non exempt

**Reports to:** Executive Director

### **Summary/Objective**

The position will provide support to all staff including general reception, data entry, various office duties, and support to special projects, including events. In addition, this position will serve as an assistant to the Executive Director. A happy disposition, volunteer experience, proficiency in Microsoft software programs such as Word and Excel, written and verbal communication skills, and any additional software program skills a plus.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Manages the reception area to ensure effective telephone and mail communications both internally and externally to maintain professional image.
2. Assists with the overall administrative activities for the Executive Director per request.
3. Supervises the maintenance and alteration of office areas and equipment, as well as layout, arrangement and housekeeping of office facilities.
4. Negotiates the purchase of office supplies for the entire staff in accordance with company purchasing policies and budgetary restrictions.
5. Supervises the maintenance of office equipment, including copier, computers, etc.
6. Responsible for the facilities day-to-day operations (e.g. opening mail, unlocking office, etc.)
7. Participates as needed in special projects.

### **Competencies**

1. Initiative
2. Customer Service
3. Time Management
4. Decision Making
5. Communication Proficiency
6. Organization Skills

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

This position requires the ability to occasionally lift office products and supplies, up to 20 pounds. This position also requires a lot of sitting and computer work.

### **Position Type/Expected Hours of Work**

This is a full-time 35 hour a week position. General hours of work and days are Monday through Friday, 9:00 a.m. to 4 p.m. but some night or weekend hours may be necessary.

### **Travel**

No travel is expected for this position.

## **Required Education and Experience**

1. High School diploma or equivalent.
2. At least two years of previous experience in office management.
3. At least two years of customer service experience.
4. Working knowledge of software programs such as Microsoft Word, Microsoft Excel, Microsoft Outlook and general database programs.

## **Preferred Education and Experience**

1. Experience in a fast-paced environment.
2. Experience in real estate or mortgage banking.
3. Experience working with low-income individuals

## **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Answer incoming calls and respond to public inquiries about program requirements, donations of funds and materials, etc.
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries
- Collect, record and deposit all monetary and in-kind donations, payments, and other revenue
- Pull credit and/or background reports for prospective homeowners, new staff and key volunteers
- Collect, sort and distribute incoming mail
- Maintain donation and mailing list databases
- Petty cash reconciliation
- Keep work areas clean and professional looking
- Maintain electronic and hard copy filing system
- Prepare and modify documents including correspondence, reports, memos and emails
- Performs general office duties such as copying, filing, faxing, and scheduling or confirming appointments
- Assists with special events and projects when requested
- Completes donation acknowledgement letters
- Maintains office supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items.
- Assists River City Habitat for Humanity Committees with preparing necessary files, copies, supplies.
- Assist with bookkeeping functions of the affiliate (preparing invoices, tracking unpaid invoices, mailing checks, filing)
- Assist with grant reporting, as requested by Executive Director
- Other duties as required

To apply, send your resume and cover letter to our Executive Director, Susan Cook-Williams:  
[susan@rivercityhabitat.org](mailto:susan@rivercityhabitat.org)