



Office Manager

Job Description

REPORTS TO:	Executive Director
CLASSIFICATION:	Exempt
DESCRIPTION:	Serve as office manager of the organization with primary responsibility for supporting the team of volunteers, managing the daily office operations, and providing administrative support to the Executive Director.
Hours:	Full-time Monday -Thurs 8-4 p.m. and Friday 8-12:30 p.m. (Also requires occasional meetings or events in the evening or weekend)

RESPONSIBILITIES:

1. Manages the team of 80+ volunteers including scheduling, training, and recruiting. Also responsible for working with the committee to plan the annual volunteer recognition luncheon and spotlighting the contributions of volunteers (Volunteer Spotlight in newsletter, on Facebook, etc.)
2. Responsible for day-to-day operations including:
 - opening the office on-time
 - maintaining a clean and professional office environment
 - answering phones
 - maintaining office systems
 - maintain equipment
 - orders supplies
 - maintains office brochures, forms, manuals
 - keeps Charity Tracker (client data base) updated
3. Provides administrative support for the executive director including, but not limited to thank you notes, producing timely reports, etc.
4. Interacts with diverse clientele by handling client interviews as needed, conducting surveys of clients as needed, and providing clients with information on available community resources.

5. Collaborates with other agencies to provide client assistance, reduce duplication of services, and maximize the client financial support provided by CCH.
6. Monitors and adheres to organizational budget and assists volunteers in understanding the budget parameters when making client assistance decisions. Maintains the client assistance spreadsheet in the front office to keep volunteers up-to-date on current budget allocations.
7. Maintains the client "Caring Cupboard" closet to ensure that supplies are kept well-stocked. Orders or purchases necessary items when needed.
8. Attends community and fundraising events as a representative of CCH. Must always present a polished and professional image for CCH and be prepared to speak knowledgeably about organizational activities, accomplishments, upcoming events, and possible areas of engagement for interested parties.
9. Assists the Executive Director and volunteers in preparing the quarterly newsletter, *The Light*. Contributes articles, spotlights volunteers, creates wish list for the "Caring Cupboard" closet and works with volunteers to print, address, and mail the newsletter in a timely manner.
10. Responsible for decision-making on day-to-day client assistance requests and working with volunteers to ensure proper use of funds.
11. Maintains working knowledge and expertise of CCH's policies and procedures on a variety of client resources including collaborating agency programs including AEP's Neighbor to Neighbor program, Home Energy Assistance Program (HEAP), and Percentage of Income Payment Plan (PIPP +).
12. Maintains grants or other designated funds, keeps receipts and issues reimbursement/payment checks for services. Keeps accurate records on each client.
13. Works in Quickbooks to generate checks to pay office bills and provide emergency client assistance.
14. Responsible for processing receipts or other paperwork needed for community reimbursement programs.
15. Attends Board meetings, operation meetings, job related trainings, schedules ongoing training and other meetings as necessary. Orders and picks up lunches or refreshments for meetings.
16. Performs other duties as needed or requested.