



Position: Office Manager

Reports to: West Region Director

Supervises: N/A

Department: All

FSLA Status: Regular, Non-Exempt, Full-time

Position Summary:

Provides a range of services associated with office management including reception and secretarial duties; cash and gift handling; customer service; facility functioning; and administrative and program activities in support of the agency's day to day operations. Provides a range of duties associated with the delivery of services for the Food Pantry Program.

Essential Duties/ Responsibilities:

- Operates a range of automated and standard office equipment including the telephone and voicemail system, computer, photocopy and postage machine, etc.
- Provides receptionist services, receiving clients, volunteers, donors and other visitors. Maintains staff and visitor sign-in sheets.
- Responsible for screening and routing all incoming telephone calls to the agency.
- Provides a range of secretarial and support services including: typing, filing, data entry, correspondence, reports, mail sorting and recordkeeping.
- Provides administrative assistance to the West Region Director/ Compliance Director.
- Provides a range of program support services including: scheduling appointments, making phone calls, maintaining waiting lists and call logs and processing client paperwork.
- Accepts and documents, picks-up, unloads, sorts, stores and organizes material donations.
- Records monetary gifts and fees for service on daily cash sheets, prepares documentation, receipts and correspondence related to all donations and enters gifts into computer data collection systems.
- Carries out a wide range of facility operational activities to ensure the smooth functioning of the site including: maintaining inventory and purchasing of office, hospitality, program and custodial supplies; scheduling and monitoring vendors; submitting invoices; providing support for routine risk reduction activities; and maintaining communication with custodial staff regarding facility needs or special projects.
- Responds with sensitivity and awareness to the service population's diverse economic, ethnic, and cultural background.
- Provides a range of activities to ensure the smooth operation and delivery of services of the food pantry in accordance in regulator, funder and agency requirements including: direct service provision, documentation, file maintenance and data entry; inventory control and purchases; order and donation pick-up, loading and unloading; vehicle operation and maintenance; staff and volunteer training and scheduling; program, funder, agency reporting and program presentations.

Minimum Job Requirements:

- Respect for Catholic Social Teaching
- High School diploma or high school equivalency required.
- Associates degree in business or other related field of study preferred.
- Three (3) years work experience in a professional office setting and administrative assistant experience required.
- Grocery, food pantry and/or social service experience helpful.
- Clear, pleasant phone voice.
- Word-processing speed of 60-65 WPM.
- Proficient in Microsoft Office applications
- Operation of a range of automated and standard office equipment including the switchboard system, typewriter, computer, word processor, photocopy and postage machine, etc.
- Experience with handling and recording cash, credit card payments and checks.
- Valid driver's license and ability to operate agency van.
- Ability to work with clients, volunteers and donors from diverse socio-economic, racial and cultural backgrounds.
- Excellent verbal and written communication skills.
- Excellent organization and time management skills including the ability to manage multiple projects with frequent interruptions, carry out assignments independently, prioritize tasks and meet deadlines.
- Commitment to outstanding customer service.
- Displays a positive attitude and willingness to assist employees, volunteers, donors, clients and vendors.
- The ability to work a flexible schedule that could lead to evenings and weekends with the possibility of overtime.
- Understanding and speaking Spanish or Arabic helpful.
- CPR certified or willingness to become CPR certified helpful.
- Willingness to comply with agency's code of ethics

Conditions of Employment:

- Valid Driver's License with clean driving record.
- Reliable vehicle with personal vehicle liability insurance coverage of \$100,000 per person and \$300,000 per occurrence.
- Proficient in Internet, word processing, spreadsheet, and e-mail applications (prefer Microsoft Office).

Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirement needs to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

- Must have ability to reason and make judgments, to understand and follow oral instruction, to understand and follow written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.
- Speaking/Talking/Listening/ Hearing: must have the ability to communicate with the general public, clients, supervisors and other employees
- Standing and walking: must have the ability to stand and walk
- Strength: Must have ability to lift, push/pull, and hold/carry 50 lbs.

Prior to Hire Requirements

Must be willing to submit to:

- Physical
- Drug and Mantoux screens
- Local and federal criminal background checks
- Child welfare registry screening

Post Hire Requirements:

- Driving record checks, drug testing and/or criminal history checks.
- Participate in meetings, activities, in-services, committees and trainings as required by the agency.
- Comply with agency mission, code of ethics, Catholic Social Teaching, agency policies and procedures, including confidentiality; agency standards; all funding, program, legal, regulatory and licensing requirements.
- Travel within the Diocese of Fort Wayne-South Bend as necessary and occasionally outside the Diocese.

Employee Signature

Date