



JOB DESCRIPTION: Office Manager
SUPERVISOR: Executive Director
REVISED: 9/9/2020

STATUS: Non-Exempt
SALARY RANGE: \$12-16 hourly

Inter-Faith Housing Alliance provides opportunities for families in our diverse community to achieve self-sufficiency by offering community-based programs designed to bridge homelessness and independence.

Inter-Faith Housing Alliance believes that each employee makes a significant contribution to our success and that the contribution should not be limited by the assigned responsibilities. Therefore, the position description is designed to outline primary duties, qualifications, and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services whenever/wherever necessary to ensure the success of our endeavors.

ESSENTIAL FUNCTIONS

The Office Manager provides office management and administrative support for the staff and the Board. Duties include preparing reports, managing donation data and acknowledgements, maintaining office records, correspondence, fielding telephone calls, and receiving and directing visitors.

Office Management

- Tracks monetary and in-kind donations and prepare acknowledgments
- Track grant awards, prepare acknowledgements, and maintain files
- Assist in preparing various reports to include meeting packets, presentations, policy and procedure documents, and spreadsheets
- Assists with the development and distribution of electronic newsletters
- Prepares bulk mailings and assists with fundraising events
- Assists with the operational management of the building, including maintenance, pest control, and public safety measures
- Maintains office supply inventory
- Processes and distributes mail
- Develops and implements efficient office procedures

Recordkeeping and Communications

- Submits accurate and timely reports
- Keeps up-to-date records in all required databases
- Writes, prepares, and distributes routine correspondence
- Maintains photo archives
- Assists with social media updates, email blasts, and website

Staff, Resident & Community Support

- Provides administrative support to the staff and the Board
- Operates office security system, greets visitors, and offers assistance as needed
- Answers telephones, directs calls, and messages, and provides assistance to callers
- Assists residents' use of office equipment



Program Operations

- Assists with donations, furniture moving, apartment stocking, and supply distribution
- Performs light maintenance and cleaning duties
- Assists with apartment inspections and random inspections as needed
- Responds using proper procedures to fire and security alarms

Miscellaneous

- Uses agency or personal vehicle to complete job duties including, but not limited to, donation pick-up, outreach, and off-site meetings
- Performs other duties as assigned

This description contains the information and facts considered necessary to accurately reflect the duties of this position. It should not be considered an exhaustive description of all the work requirements to be performed but indicates the kinds of duties and levels of responsibility required by the position. The Executive Director or his/her designee will have the prerogative of adding or deleting responsibility as circumstances may require.

Working Conditions

Hours: Full-time, 40 hrs., M-F 8:30-5:00

Site: 31 S. Spring Garden Street, Ambler, PA 19002

Other: Work at other sites, including congregations, may be required
Some evenings and weekends required

Qualifications

- Experience in a nonprofit environment
- Excellent administrative, computer and organizational skills
- Self-motivated team player who can interact productively and positively with others, but also be able to work independently
- Strong organizational skills, detail-oriented, self-starter, and self-directed work habits
- Commitment to the welfare and well-being of children and families
- Ability to foster relationships with diverse faith traditions
- Flexibility, adaptability, and creative problem-solving skills
- Ability to communicate well with all ages, written and orally
- Proficiency in Microsoft Office applications
- Experience in Salesforce preferred
- Ability to organize and keep accurate records
- Ability to lift to 50 lbs. and navigate steps
- Criminal Record Check required
- Child Abuse History Clearance required
- FBI Background Check required
- Valid Driver's License and good driving record
- Personal vehicle or access to independent transportation
- Proof of motor vehicle insurance