

## **Office Manager Job Description**

**Job Title:** Office Manager

**Location:** Fort Wayne, IN

**Hours:** Monday-Thursday, 8:30am-4:30pm and as needed; 28-32 hours/week; occasional overtime as required

**Salary:** Start \$15-\$18/hr, depending on qualifications

**Supervisory Responsibilities:** None

### **Summary of Work:**

The Office Manager at Hope Alive plays a pivotal role in ensuring the smooth and efficient operation of our office. This position requires a compassionate, detail oriented and organized individual dedicated to supporting our mission of bringing hope and encouragement with Christ-like love to emotionally hurting people. The Office Manager will be responsible for overseeing office reception, performing administrative tasks, coordinating office activities, and providing essential support to both staff and clients, especially the Executive Director.

### **What is Hope Alive and how does the Office Manager fit into the organization?**

Hope Alive is a Christian non-profit organization that is driven by a desire to show the love of Jesus to the hurting in our community, especially homeless women with mental illness. We accomplish our mission through two primary programs: Community Counseling and Residential. Hope Alive prides itself on being a close-knit staff whose goal is to treat every client like family as we believe it is through relationships that change happens. The Office Manager is an essential component of the staff as this position is the first face our clients see when they walk through our doors and often the first point of contact for our services.

### **Key Responsibilities:**

#### **1. Administrative Support:**

- Manage phone calls, emails, and correspondence, ensuring timely and professional responses.
- Maintain organized filing systems, both electronic and physical, for easy retrieval and secure storage of important documents.
- Handle scheduling and calendar management for the office, including appointments for counseling sessions and internal meetings.
- Receiving, sending, and distributing mail.
- Participate in marketing and fundraising efforts of the ministry, including maintaining donor database.
- Other duties as assigned

#### **2. Office Management:**

- Oversee the general upkeep of the office, including ordering supplies, managing inventory, and ensuring a welcoming and safe environment for clients and staff.
  - Coordinate maintenance and repair services for office equipment and facilities.
  - Implement and maintain office policies and procedures to enhance efficiency and compliance.
- 3. Client Interaction:**
- Greet and assist clients with courtesy and Christ-like love
  - Providing information and support as needed.
  - Ensure a compassionate and confidential environment for all clients, respecting their privacy and dignity.
- 4. Support for Staff:**
- Assist the Executive Director with administrative tasks such as grant writing, grant reporting, data management, research and analysis on issues of interest, and other special projects as assigned.
  - Coordinate some aspects of onboarding new staff and interns, ensuring they are well-integrated into the Hope Alive community.
- 5. Communication and Coordination:**
- Facilitate effective communication within the organization, ensuring all staff are informed about important updates and events.
  - Coordinate logistics for events and programs, including booking venues, arranging catering, and managing RSVPs.
  - Assist with marketing and communication efforts of the ministry including social media, email, and print
- 6. Financial Oversight:**
- Assist with basic bookkeeping tasks, such as processing invoices, tracking expenses, managing petty cash, and receiving payments and donations.
  - Work with the Executive Director to support budgeting and financial reporting activities.

**Qualifications:**

While no one person will have all the qualities enumerated below, the successful candidate will bring many of the following qualifications and attributes:

- High school diploma or equivalent; additional qualifications in office administration are a plus.
- Proven experience in an administrative or office coordination role.
- Strong organizational and multitasking skills, with attention to detail.
- Excellent interpersonal and communication skills, both written and verbal.
- Extremely comfortable with computers, internet, and productivity applications, including Microsoft Office Suite and other relevant software.
- An unwavering commitment to the mission and values of Hope Alive, with a compassionate and empathetic approach to working with clients of various backgrounds.
- Ability to access a wide range of sources and networks for information
- Highly trustworthy, must be able to maintain strict confidentiality
- Ability to take direction, work on your own, learn new tasks, troubleshoot, and assist in any way needed even during stressful circumstances

- Demonstrate personal integrity and sound judgment
- Flexibility to change work hours as needed

*Physical/Mental Essential Requirements:*

- Walking, standing, bending, stooping, reaching, moderate lifting and carrying (up to thirty (30) pounds)
- Full range of body motion including manual and finger dexterity and eye-hand coordination and the ability to walk up and down a flight of stairs
- Requires corrected vision and hearing to normal range
- Ability to sit at a computer workstation for extended periods of time
- Occasional need to stand for long periods of time
- Ability to focus on detail and accuracy of work product
- Work is performed primarily on a tobacco-free campus.
- Occasional high stress may be experienced in dealing with clients, staff, and volunteers

*Additional Requirements:*

All Hope Alive staff and volunteers are required to sign our Statement of Faith.

**Hope Alive offers the following benefits to our Executive Assistant:**

- Paid time off
- 13 paid holidays

**Working at Hope Alive:**

Joining the Hope Alive team means becoming part of a compassionate community dedicated to making a positive difference in the lives of those we serve. The Office Coordinator will play a crucial role in ensuring that our operations run smoothly, allowing our program staff to focus on providing essential mental health support to our clients. This position offers the opportunity to work in a faith-based environment where every action contributes to our mission of bringing hope and encouragement with Christ-like love.

**To Apply submit a cover letter and resume to [dawne@hopealivefortwayne.org](mailto:dawne@hopealivefortwayne.org) with "Admin Application" in the subject line.**