



Job Title	Office Manager	Date: May 2018
Location	Loveland, Colorado	
Summary	<p>The Office Manager is a member of the administrative team at Project Self-Sufficiency. This key position functions as the Receptionist and Office Manager in the Loveland office, provides clerical and program support to staff, along with customer service to families. This position will be fluent in resource referral for community members and Participants seeking supports. This position reports to the Associate Director.</p>	
Job Duties and Responsibilities	<p>Front Desk Reception (40%):</p> <ul style="list-style-type: none"> • Act as the “face” of Project Self-Sufficiency; welcome visitors with exceptional customer service, ensuring our values are upheld; • Answer telephone, manage phone and e-mail messaging and respond to inquiries within 24 hours, receive and distribute mail daily; • Ensure information reaches proper parties by routing communications through appropriate channels; • Assist with intake procedures for applicants including greeting, providing information and referrals by phone or in person, entering applicant data into Salesforce database, and sending out applicant reminder e-mails. <p>Clerical Support (30%):</p> <ul style="list-style-type: none"> • Enter Program, Participant, Volunteer, and Donor data into Salesforce database; • Coordinate various communications with Staff, Volunteers, Donors, and Participants; • Perform other administrative duties and support for the Executive Director, Program Director, Associate Director, and Administrative Team. <p>Office Management (15%):</p> <ul style="list-style-type: none"> • Manage open office hours and Walk-In Help Session times; • Maintain office upkeep with a welcoming and tidy office environment; • Responsible for maintaining and coordinating office coverage, including securing volunteers as needed; • Manage tracking for gifts/donations received, bulk mailings, Volunteer hours, Participant distributions, etc.; • Responsible for crafting program Success Stories for marketing use, taking Staff Meeting minutes, computer file management, and other duties, as assigned. <p>Special Projects (15%):</p> <ul style="list-style-type: none"> • Provide project support for program, development, volunteer, marketing, and special event functions; • Assist with coordination and supervision of office volunteer projects, train and coordinate office and tutoring volunteers. 	
Skills	<ul style="list-style-type: none"> ➤ Demonstrated professional verbal and written communication skills, including editing and proofreading ➤ Excellent customer service skills, with the ability to be helpful, empathetic, and professional in interactions with a diverse customer base, including those in crisis ➤ Ability to develop program fluency, train in Mental Health First Aid, and gain knowledge about community resources, donor relations, and fundraising basics ➤ Critical thinking, problem solving, and troubleshooting skills ➤ Extremely detail and process oriented 	

	<ul style="list-style-type: none"> ➤ Ability to manage small 8-person office, including office supply inventory management; volunteer management or coordination ➤ Effective project management; meet deadlines, follow instructions, report on progress ➤ Ability to multi-task and prioritize projects and tasks in a fast-paced environment
Education and Experience	<ul style="list-style-type: none"> • Associate or Bachelor’s degree, or equivalent experience required; • 5+ years working in administrative capacity; • Demonstrated proficiency with computer software: Microsoft Office suite required; Adobe Acrobat Pro desired; Adobe InDesign and Constant Contact (email marketing) expertise preferred; • Database experience: proficiency in data entry skills required; experience with Salesforce platform preferred; • Spanish speaker preferred.
Additional Information	This is a 24 hour-per-week position in the Loveland office. Hourly, nonexempt position with a wage range of \$16-\$18 per hour. Benefit package includes 401(k) match, Life and Disability Insurance, pro-rated PTO and 10 paid holiday per year.

For more details on Project Self-Sufficiency, please go to www.bringthepower.org

Project Self-Sufficiency is an equal opportunity employer and does not discriminate against individuals on the basis of race, ethnicity, religion, gender, gender identity, gender expression, sexual orientation, national origin, military or veteran status, age, physical or other disabilities, or any other characteristics protected under federal, state, or local law.