## Job Title: Office Manager  
**Date:** June 2019  
**Location:** Loveland, Colorado

### Summary
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, providing excellent customer service to single-parent families and other visitors, and clerical and program support to staff, along with volunteer and event coordination. This position will provide appropriate “care and feeding” of community volunteers who provide essential supports toward successful execution of our mission. This position will be fluent in resource referral for community members and Participants seeking supports. This position reports to the Associate Director.

### Job Duties and Responsibilities

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<th>Front Desk Reception (40%)</th>
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| - 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, process and distribute mail daily;  
| - Assist with intake procedures for Applicants including greeting, provide information and referrals by phone or in person, enter Applicant data into Salesforce database, send out Applicant reminder e-mails, and process expired applications.  

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<th>Clerical Support (10%)</th>
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| - Perform administrative duties and project support for the Executive Director, Program Director, Associate Director, and Program Team;  
| - Disseminate program-related information on community resources and events to appropriate recipients, i.e. program team and/or Participants;  
| - Accurately enter and maintain data and information in Salesforce database for Applicants, Participants, Volunteers, and Donors;  
| - Collaborate with Development & Communications Associate to coordinate various communications with Staff, Volunteers, Donors, and Participants.  

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<th>Office Management (15%)</th>
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| - Manage open office hours and Walk-In Help Session times; Responsible for maintaining and coordinating office coverage for Loveland and Fort Collins, including securing volunteers, as needed;  
| - Maintain office upkeep with a welcoming and tidy office environment; including managing office supply inventory;  
| - Assist with tracking gifts/in-kind donations and distributions, bulk mailings, etc.; partner with Development & Communications Associate on appropriate gratitude and social media exposure;  
| - Responsible for taking Staff Meeting minutes, computer file management, and other duties, as assigned.  

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<th>Volunteer Coordinator (15%)</th>
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| - Receive and vet volunteer applications by assessing skills, desires, and best fit;  
| - Match, train, coordinate and supervise volunteers including: office, tutor, event, and/or third-party volunteers; ensures hours are recorded timely and accurately;  
| - Serve as staff liaison or Friends of Project Self-Sufficiency, auxiliary fundraising group.  

### Special Projects and Events (20%):
- Provide project support for program, development, volunteer, marketing, and special event functions, such as clerical duties, volunteer recruitment, committee support; and the Scholarship Fund Application cycle processing;
- Plan and execute Selfpower Celebration, our annual Participant recognition event: secure venue, date, food, volunteers, invites, program, speakers, etc.;
- Partner with Donor Development & Communications Associate to plan and execute annual Donor and Volunteer Appreciation event;
- May be asked to participate in Board Meetings or on specific task force groups.

### Skills
- 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
- Ability to manage small 8-person office, volunteer management and 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
- Spanish speaker preferred

### Education and Experience
- Associate or Bachelor’s degree, or equivalent experience required;
- 5+ years working in administrative capacity;
- Demonstrated proficiency with computer software: MS Office Word and Excel 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.

### Additional Information
This is a 32 hour-per-week position in the Loveland office, Monday-Thursday 9am-5pm. Hourly, non-exempt position with an annual wage range of $26,624-$33,280. Benefit package includes 401(K) match, health, dental and vision insurance, Life and Disability Insurance, pro-rated PTO and 10 paid holidays per year. Ability to lift 50 lbs and have access to transportation for local travel. Some weekends and evening hours possible for events.

For more details on Project Self-Sufficiency, please go to [www.bringthepower.org](http://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.*