



Job Title	Office Manager
FLSA Classification	Non-exempt
Employment Status	Regular, part-time
Wage Range	\$18.77-\$25.39 per hour
Work Hours	24-29 hours per week; Monday-Thursday, with possible evening or weekend hours
Supervisor	Associate Director
Location	Northern Colorado
Summary	The Office Manager is a member of the administrative team at Project Self-Sufficiency and is responsible for overseeing daily office operations, including providing excellent customer service to single-parent families and other visitors, and clerical and program support to staff. This position will be fluent in resource referral for community members and Participants seeking support.
Essential Functions and Duties	<p>Front Desk Reception (40%):</p> <ul style="list-style-type: none"> Act as the “face” of Project Self-Sufficiency; welcome and assist visitors with exceptional customer service; Answer telephone, manage phone and e-mail messaging and respond to inquiries within 24 hours or route to appropriate staff, process and distribute mail daily; <p>Clerical Support (30%):</p> <ul style="list-style-type: none"> Perform administrative duties and project support for the Executive Director, Program Director, Development Director, and Associate Director; Disseminate program-related information on community resources and events to appropriate recipients, i.e. program team, Participants, Board of Directors, etc.; Accurately enter and maintain data and information in Salesforce database for Applicants, Participants, Volunteers, and Donors, as necessary; Collaborate with Development Director to coordinate various mailings, call-a-thons and other communications with Staff, Volunteers, Donors, and Participants; Support Board of Directors with document management and updates, meeting scheduling and minutes, rosters, attendance tracking, and Sharepoint Site. <p>Office Management (15%):</p> <ul style="list-style-type: none"> Manage open office hours; Responsible for maintaining and coordinating office coverage during open business hours, including securing volunteers, as needed; Maintain office upkeep with a welcoming office environment, including managing office supply inventory, door signage for office closures, out-of-office voicemail recordings, etc.; Assist with tracking gifts/in-kind donations, bulk mailings, etc.; partner with Development Director to ensure appropriate gratitude and social media exposure; Assist Program Coordinator and Manager with Participant distributions; Responsible for scheduling rooms, food and supplies for team meetings, taking Staff Meeting minutes, computer file management, and other duties, as assigned; Provide oversight, training and updates to team for RingCentral VoIP platform; Monitor and order letterhead and marketing and donation materials; Train staff and trouble shoot problems on copier and other office equipment; Act as main point-of-contact for IT and internet, pushing out support requests to appropriate resource. <p>Special Projects and Events (15%):</p>

	<ul style="list-style-type: none"> • Provide project and clerical support for program, development, marketing, and special event functions including liaise with vendors and contractors and a variety of event logistical support; • May be asked to participate in Board Meetings or on specific task force groups.
Knowledge and 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; ➤ 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	<ul style="list-style-type: none"> • 3+ years working in administrative capacity; • Demonstrated proficiency with computer software: MS Outlook, Word, Excel required; • Adobe Acrobat Pro desired; • Database experience: proficiency in data entry skills required; experience with Salesforce platform preferred.
Physical requirements/Working Conditions	<ul style="list-style-type: none"> • Considerable time is spent at a desk using a computer terminal • Ability to have access to transportation for local travel to various locations • Ability to use computers and look at monitors for up to 8 hours per day • Ability to stoop, kneel, reach, and bend at the waist • Ability to sit or stand for up to 10 hours per day • Ability to use hands and fingers and have good manual dexterity for the use of common office equipment such as computer terminals and copiers/ printers • Ability to hear, see and speak within normal ranges is essential for normal conversations, to receive ordinary information and to prepare or inspect documents • Ability to communicate orally with volunteers, customers, vendors and co-workers • Ability to lift 50 lbs for event and office supply movement and transport
Additional Information	Benefits package includes 401(K) with matching up to 5%; EAP; pro-rated PTO; and 11 paid holidays per year.

Project Self-Sufficiency does not discriminate on the basis of race including hair texture, hair type, or a protective hairstyle commonly or historically associated with race, such as braids, locs, twists, tight coils or curls, cornrows, Bantu knots, Afros, and headwraps. Project Self-Sufficiency also does not discriminate on the basis of, color, 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.

For more information about Project Self-Sufficiency, please visit www.bringthepower.org.