



Breaking the cycle of domestic violence

Office Manager Job Description

Job Title: Part-time Office Manager (20-25 hours/week), non-exempt

Reports to: Chief Executive Officer

About RESOLVE: www.resolve-roc.org

Recognized as 2016 Agency of the Year by the National Association of Social Workers, RESOLVE is a nonprofit organization that empowers people and communities to break the cycle of domestic violence. Working together as women and men, we develop and deliver innovative, community-centered solutions that promote equality, dignity and respect. In 2018, RESOLVE will celebrate our 20th anniversary.

Job Summary:

The office manager is a critical and integral member of the RESOLVE team. No two days are ever the same in this position, so the ideal candidate will be dynamic and flexible, comfortable multi-tasking, and possess advanced office management and customer service skills.

Qualifications:

- 5+ years of general office experience, preferably in a non-profit environment
- General bookkeeping experience
- Superior organizational and analytical skills
- Ability to work independently; self-starter
- Must be a flexible, team player, and problem-solver who embraces innovation
- Excellent verbal and written communication skills
- Microsoft office (Word, Excel, Powerpoint) and Gmail proficiency; experience working with databases (data entry and routine reporting)
- Associates degree or equivalent experience
- Valid NYS driver's license

Responsibilities:

- Receptionist:
 - Represent RESOLVE in a professional manner by being the first point of contact for agency constituents by email, phone or in person.
 - Schedule appointments for clinicians and other staff using Google Calendar
 - Greet new and existing clients, prepare paperwork and process payments as needed

- Administration & Bookkeeping:
 - Pick-up/drop-off mail at post-office as needed
 - Accounts receivable and payable: record receivables from credit card transactions, checks, cash, and events in financial ledger; and pay all bills associated with organization's expenses and record in the financial ledger.
 - Attend monthly Finance Committee meetings to address questions and procedure relative to accounts receivable/payable.
 - Payroll: circulate timesheets to staff monthly for timely payroll processing.
 - Manage essential organizational filing and recordkeeping.
 - Assist CEO and clinical staff with projects and events as needed, which may include open houses, client/community workshops, mailings, email blasts etc...

- Development, Fundraising and Community Engagement:
 - Manage existing volunteers and new volunteer recruitment process
 - Maintain current donor, sponsor, foundation, and volunteer records in database(s)
 - Maintain schedule of community outreach events and coordinate volunteer participation
 - Work with CEO and Development Director to coordinate routine donor communications and fundraising initiatives (2 major events/year, 3rd party events, house parties, etc...)

- Facilities Management:
 - Order office supplies and maintain inventory
 - Provide support and coordinate maintenance of routine office equipment (printers, etc...)
 - Maintain office reception and conference table space at all times
 - Notify property manager with facility issues

Compensation:

- Pay that is competitive for part-time employment and commensurate with experience
- Benefits include paid time off, health and dental insurance
- Regular work schedule will be Monday – Thursday, 9:00AM – 2:00PM

Other:

- Secure, confidential suburban office location with ample free parking
- RESOLVE is an Equal Opportunity Employer