



**Mission:** Women of Worth helps families in crisis, victims of domestic violence, sexual assault, and human trafficking. We also offer programs to increase self-reliance and improve quality of life by helping victims rebuild their lives with dignity, hope, and safety.

**Title:** Office Manger

### **Job Summary**

The Office Manager will organize and coordinate office administration and procedures, in order to ensure organizational effectiveness, efficiency, and safety. The Office Manager is responsible for developing intra-office communication protocols, streamlining administrative procedures, inventory control, office staff supervision, and task delegation.

The successful office manager is an energetic professional who doesn't mind wearing multiple hats. Experienced in handling a wide range of administrative duties and executive support-related tasks and able to work independently with little or no supervision. Well organized, flexible, and enjoys the administrative challenges of supporting an office of diverse people.

The ideal candidate has an understanding of domestic violence, the impact, the cycle and compassion for the victim. Experience in crisis services and the ability to create a positive, safe, warm and welcoming environment to all who enter the Women of Worth office.

**Salary DOE:** \$16-18

**Supervisor:** Executive Director

**Status:** Non-Exempt, Part Time 20+ hours per week

**Benefits:** Medical insurance reimbursement, vacation time, sick pay, 10 paid Federal Holidays

### **Responsibilities:**

- Develop organizational procedures and systems for office personnel including filing, data entry and communication to clients, interoffice staff and volunteers.
- Keeps all business office manuals update and office equipment functioning.
- Improve employee and volunteer retention rates through active communication and problem solving.
- Manages scheduling of office staff, volunteers and executive directors responsibilities.
- Answer phone calls: Triage telephone calls as appropriate, keeping accurate logs of calls and referrals. Taking messages as needed for ED and other staff/volunteers.

- Manage crisis calls, walk-ins and client services. Determines appropriate community based resources as they pertain to each individual situation and provides resources to clients.
- Works alongside other community programs to provide the best support for each crisis situation.
- Meets clients at WoW office to provide gift cards, pepper sprays, Go Bags and other services as needed.
- Complete intakes with clients.
- Track all crisis client services and demographics, community educational presentations, and any other statistics ED or BOD feels appropriate.
- Maintains inventory and requests purchases as needed to the ED for emergency food and gas gift cards.
- Set up emergency hotel and or Air BNB stays.
- Report stats weekly to Executive Director and monthly to Board of Directors.
- Attend all board and strategic planning meetings.
- Maintain stock levels for office and break supplies, submit purchase requests to ED for needs.
- Maintain Social Media Accounts for upcoming events, classes or programs being offered, advertising for program.
- Coordinate and plan social/business events during and after hours, delegate staff and volunteers for events including setup, duration of event and tear down, plan meetings for events including organization and deliberation.
- Maintain client confidentiality at all times and ensure staff and volunteers do as well.
- Participates in ongoing training and education as requested by Executive Director and or Board of Directors.
- Ensures office is clean and orderly at all times.
- Other tasks may be assigned by BOD or Executive Director as needed.

### **Qualifications**

1. Proficiency in current Microsoft Office (Word/Excel/Power Point)
2. Experience with Scheduling, Organization
3. Excellent written and verbal communication skills
4. Knowledgeable with all social media i.e. Facebook, Instagram, Gmail, Google, Mail Chimp
5. An understanding of domestic violence, the impact, the cycle and compassion for the victim
6. Experience in crisis services
7. Fundraising experience preferred, not required
8. Must pass a Live Scan
9. Must have a clean driving record
10. Must have Crisis Intervention Training Certificate or begin training within 90 days of hire date

## **Skills and Knowledge**

- Must abide by Women of Worth's Policies and Procedures and adhere to WoW's competency, ethical standards, values and mission.
- Must embrace principals of trauma informed care and commit to on-going personal growth.
- Handle multiple tasks, manage time, evaluate progress and adjust activities to complete tasks within established time frames and produce high quality work.
- Communicate with the public and community agencies.
- Communicate sensitively and without judgment and to abide by agency confidentiality policy.
- Use good judgment to take responsibility for decisions made.
- Be flexible with work hours. Occasional weekends or holidays may be required to be on-call or to participate in events and fundraisers.
- Possess emotional maturity and stability, and role model non-violent behavior in resolving conflicts and exercise appropriate boundaries.
- Adhere to the philosophy that Clients are the experts in their own lives and healing and all participation in services are voluntary.
- Accept and work with people from diverse personal and cultural backgrounds.

***Women of Worth is an Equal Opportunity Employer.***

***Elements of this job description will be periodically evaluated and are subject to adjustment by WoW Board of Directors.***