



OFFICE MANAGER – UNIVERSITY OFFICE

The University Office Manager helps fulfill New Life Family Service's mission of assisting clients in life-affirming decisions with the love and compassion of Christ by ensuring professional representation of New Life Family Services and its programs through management of the University office and coordination of client services.

Hours: Full-time, 40 hours per week

Rate of pay: Starting at \$21.00 per hour

Benefits: Medical, Dental, HSA, Long-Term Disability, Life Insurance, Accident Insurance, Holiday Pay, Paid Time Off.

REPORTS TO:

Director of Program Management

POSITION RESPONSIBILITIES:

- **BRANCH RESPONSIBILITIES:** Responsible for office administration including coordinating schedules, ordering supplies, maintaining office equipment, general office organization and maintaining office statistics. Speak for and represent the office to the greater organization and advocate for its unique set of clients. Help set the tone for the office and keep a proper balance between office specific goals and the goals of the agency as a whole. Assist in follow-up of new agency changes being implemented at the office level.
- **CLIENT CONTACT:** Answer incoming phone calls and provide over the phone counseling to those in crisis. Schedule clients for medical or social services appointments as needed. Assist in administering pregnancy test intakes and partner intakes. Assist volunteers in Every Family appointments as needed. Assist the nurse and social workers with paperwork, as needed.
- **CAMPUS INVOLVEMENT:** Send out monthly emails to University Student Group. Hang posters around campus. Coordinate monthly meetings with students in the campus group. Attend various campus activities and festivities for the purpose of campus outreach.
- **VOLUNTEER MANAGEMENT:** Interview prospective volunteers and provide basic in-office training for new volunteers and interns. Work with Every Family Program Manager to manage ongoing work of Parenting Coaches and interns in office. Oversee and manage all volunteers and their schedules. Work with Volunteer Coordinator to recruit new volunteers and ensure volunteers are meeting continuing education requirements.
- **EVERY FAMILY PROGRAM:** Assist with the Every Family program as set by the agency and with the direction of the Every Family Program Manager. Oversee the receiving of material donations. Maintain schedule of appointments.

POSITION QUALIFICATIONS:

- Bachelor's Degree in Business, Communications or related field.
- Three to five years of professional experience.
- Spanish speaker desired.
- The ideal candidate is able to perform multiple tasks at once and troubleshoot in a fast-paced work environment.



STAFF EXPECTATIONS:

- Attend all New Life Family Services fundraising events.
- Attend weekly staff and prayer meetings.
- Participate in appropriate workshops and training sessions to ensure continuing professional development.
- Serve at community and church related events representing New Life Family Services as needed.

CORE VALUES & COMMITMENTS:

- Demonstrate a faith in Jesus Christ.
- Actively participate in a local church community.
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values, & Code of Conduct.
- Exhibit strong commitment and dedication to the sanctity of human life.
- Exhibit strong commitment and dedication to sexual purity.
- Express a clear understanding of the inner workings of a Pregnancy Care Center.
- Exhibit ability to respect client & donor confidentiality through the safe keeping of related information.