# OFFICE MANAGER- FLOAT

The Float Office Manager helps fulfil 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 its offices, coordination of client services and working to ensure volunteer program support.

**Hours:** Full-time, 40 hours per week
**Range of pay:** $21.00 - $22.00 per hour, depending on qualifications
**Benefits:** Medical, Dental, HSA, Life Insurance, Long-Term Disability, Paid Time Off, Holiday Pay, 403b Retirement account, Accident insurance.

**REPORTS TO:**
Director of Center Operations

**POSITION RESPONSIBILITIES:**

- **BRANCH RESPONSIBILITIES:** Assist branch Office Managers with coverage and daily office responsibilities as needed at any of our 5 Twin Cities locations. Responsibilities may include office administration including coordinating schedules, ordering supplies, maintaining office equipment, general office organization and maintaining office statistics. 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, processing donations and management of clothing closet. Maintain schedule of appointments for parent coach volunteers.

- **CLIENT CONTACT:** Answer incoming phone calls and texts, providing over the phone support to those in crisis. Schedule clients for medical or social service appointments as needed. Assist staff and volunteers as needed with paperwork, client check in and out as well as helping to have office prepared for all appointments.

- **VOUNTEER RECRUITEMENT:** Work with staff to identify needs for volunteers and interns. Maintain and update postings for continual volunteer needs. Work with marketing and development team a needed for the creation of and posting of volunteer opportunities in the community.

- **VOUNTEER HIRING AND TRAINING:** Receive and review all volunteer/internship applications. Perform background checks, check references, etc. Perform first round interviews. Attend (if applicable) second round interviews with volunteer's future supervisor. Plan and execute all aspects of new volunteer orientation. Work with supervisor or volunteer to ensure all initial training requirements are met. Coordinate with the volunteer's supervisor to ensure volunteer is fulfilling continuing education requirements. Work with Parenting Program Manager to plan and execute quarterly volunteer trainings.

- **VOLUNTEER SUPPORT & ONGOING TASKS:** Maintain database of support volunteers. Work with center staff to identify needs. Fill requests in a timely fashion. Keep volunteers informed of upcoming training. Responsible for follow-up with support volunteers. Work with Events Manager for volunteer needs for events and manage volunteers the day of events.

- **VOLUNTEER RETENTION AND APPRECIATION**: Coordinate with Director-level staff to plan volunteer appreciation events. Act as a liaison between volunteer and supervisor to ensure volunteers' needs are met.

## POSITION QUALIFICATIONS:

- Bachelor's degree in Business, Communications, or related field.
- Minimum three years of work experience in a professional setting.
- Proficiency in Microsoft Office based software.
- Excellent interpersonal, verbal and written communication skills.
- Excellent organizational and multi-tasking skills.
- Experience organizing and managing a volunteer team in professional or personal capacity preferred

## STAFF EXPECTATIONS:

- Attend all New Life Family Services fundraising and other agency sponsored events. These may include some evening and/or weekend hours.
- Facilitate 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.