OFFICE MANAGER – Minneapolis

The Minneapolis 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 the Minneapolis office and coordination of client services.

Hours: Full-time, 40 hours per week
Starting 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 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. Assist with the Every Family program according to the guidelines and system set by the agency.

- **CLIENT CONTACT:** Answer incoming phone calls and provide over the phone counseling to those in crisis. Schedule clients for medical or social service appointments as needed. Assist in administering pregnancy test intakes and partner intakes. Assist volunteers in Every Family appointments as needed. Assist the nurses, social workers, and client advocates as needed with paperwork and having client rooms prepared for medical appointments.

- **VOLUNTEER MANAGEMENT:** Interview prospective volunteers and provide in-office training for new volunteers and inters. Manage ongoing work of volunteers and intern in office. Oversee and manage 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, processing donations and management of the clothing closet, storage and distribution of supplies between offices. Maintain schedule of appointments for parent coach volunteers.

POSITION QUALIFICATIONS:

- Bachelor's degree in Business, Communications, or related field.
- Minimum two 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.

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.