



Job Description

Position Title:	Office Manager
Reports to:	Executive Director
Primary Location:	Kids' Harbor, Inc. Osage Beach, MO
Designation	Non-Exempt

General Summary:

Under limited supervision, the Office Manager will provide complex clerical support to the Executive Director, Deputy Director and agency staff. These tasks include data entry, bookkeeping, word processing, graphic design, staff support, business office activities, copying, faxing, mailing, filing, supply, and facilities management. The office manager will be an initial contact with public and professional sources.

Specific Responsibilities:

- Create a friendly, sensitive, and cooperative impression with all callers, visitors, multidiscipline team members, community professionals, volunteers, donors, and staff
- Oversee the general administrative functions and activities of the office to ensure organizational effectiveness, efficiency, and safety
- Provide complex clerical support to agency directors and staff
- Assist with ensuring security, integrity, and confidentiality of agency data and document management
- Actively participate in the planning and execution of agency events (staff development, donor recognition, awareness events, community fundraisers, etc.)
- Responsible for the coordination of multi-facility maintenance needs (including cleaning and repairs), supply inventory, vendor relationships, and service provisions, etc.
- Assist with design and distribution of agency promotional materials, donor recognition and other agency correspondence
- Assist in grant management, tracking, reporting, accounting, and statistical data
- Maintain confidentiality in all aspects of client, staff, and agency information
- Coordinate pre-employment duties for new employees including, but not limited to: child abuse and neglect, criminal history, and fingerprint screening, key assignment, offer of employment letters, coordinate and oversee employee benefit programs and employee education of benefits, assist with new employee orientation

- Answers frequently asked questions from applicants and employees relative to standard policies, benefits, hiring processes, etc.; refers more complex questions to appropriate management staff
 - Acts as a liaison between the organization and external benefits providers and vendors, which may include health, disability, and retirement plan providers
 - Maintain employee training records
 - Prepares agendas, makes travel arrangements, and maintains calendars for senior management and staff
 - Oversees telephone services, email correspondence, and mail distribution
 - Ability to function well in a high-paced, and at times, stressful environment
 - Ability to work independently with limited supervision or in a team/group setting
 - Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends
 - Work as part of the Kids' Harbor, Inc. team in accordance with agency protocols, scope of practice, local and national standards, federal law, and Missouri statutes
-
- Provide materials and data to staff, committees, and the public as requested and appropriate
 - Assume responsibility and follow-through for special assignments
 - Facilitate major maintenance to facilities by using best practices to acquire service providers and making fiscally responsible decisions with the Executive Director
 - Attends relevant continuing education opportunities, networking meetings, committee meetings, conferences, etc. approved by the Executive Director
 - Assists in the recruitment, training, and use of volunteers in the Kids' Harbor, Inc. program whenever possible
 - Attend annual agency functions, special events and meetings as necessary and appropriate
 - Other duties as assigned

Basic Requirements

An associate degree in related field and experience in a not-for-profit office management preferred. Must possess diplomacy and mediation skills by displaying emotional intelligence. Excellent oral and written communication skills and problem solving skills. Excellent computer skills (Microsoft Office Suite, Adobe, Canva). Experience in a non-profit agency operation. Ability to relate to all children and adults in a trauma informed, culturally competent manner. Must be highly organized and able to handle multiple demands/tasks; compose draft documents accurately and clearly formatted with minimal supervision and within a reasonable time frame; and accurately and regularly maintain records requiring statistical reports. Knowledge of dynamics of child abuse; knowledge of law enforcement, criminal and civil court systems and how to communicate with and function within these systems; strong skills in public relations and negotiation; strong organizational skills to maintain materials and information to facilitate quick retrieval; excellent time management skills; ability to engage children of all ages; empower and mediate with parents in crisis or experiencing anxiety; comprehensive understanding of community resources. Must work effectively with individuals from various economic, social, and cultural backgrounds. Successful candidates will demonstrate an ability to accomplish and advance program goals, and an ability to remain sensitive and demonstrate appropriate boundaries with program clients, agency staff, volunteers and team members.

Provide own transportation (mileage reimbursed) with valid driver's license and insurance coverage on vehicle.

Physical/Mental Requirements: Visual acuity necessary to read and develop center materials along with verbal skills to communicate with the public. Must be able to lift up to 20 pounds; standing or walking more than 50% of the day; working under pressure to meet deadlines. Must be willing to accommodate limited travel and work nights, evenings and holidays if necessary.

Work Setting: Must be able to function amicably in a small but busy workplace. Must acknowledge and adhere to the agency's confidentiality policy and procedures and must adhere strictly to the highest professional ethics, confidentiality, discretion and judgment.

Principles and Values

Team Work: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of the Kids' Harbor, Inc. team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Strategic Thinking: Develops strategies to achieve organizational goals; understands organizations' strengths and weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

Willing to Grow: Accepts accountability for mistakes and uses the mistakes as an opportunity to learn about self and to change future behaviors.

Safety and Security: Observes safety and security procedures; determines appropriate action beyond guidelines; remedies potentially unsafe conditions.

Attendance: Regular attendance is a requirement of this position

Other: All new employees must agree to and pass a Children's Division and law enforcement background check due to the sensitive nature of work.

HOW TO APPLY

Send your resume with cover letter to hdurbin@kharborcac.org by close of business September 27th for immediate consideration. Include "Office Manager" in the subject line of your email.