



Family Promise of Northern New Castle County
Seeks a Full-Time Office Manager

Family Promise of Northern New Castle County (FPNNCC) prevents and ends homelessness for families by engaging faith-based congregations, volunteers and donors. Family Promise NNCC provides shelter diversion, rapid rehousing and shelter for families. Please see www.familypromisede.org for more info.

We have expanded to serve even more families with our services. We have two sites providing shelter. Our community-based programs are growing as well. The Office and Operations Manager is essential to ensuring smooth ongoing operations in both locations.

Office Manager Job Objective

This organized, compassionate, and motivated person will create and maintain day-to-day operations of the Family Promise NNCC office and ensure facility needs are met.

Responsibilities:

Ensure efficient and smooth day-to-day office operations (60%):

- Create systems for office operations that encourage effectiveness and efficiency for our volunteer program, donor relations and case management program.
- Answer door and assist visitors
- Receive and distribute mail
- Receive calls and e-mail and forward to appropriate staff: donations, volunteering, case management each have their staff point person.
- Manage project list for on-site volunteers in conjunction with Director of Community Engagement.
- Monitor program supplies and order as necessary (cleaning supplies, toiletries, first aid kits, office supplies). Work with Director of Community Engagement to host supply drives to fill needs wherever possible.
- Log donations and contacts into the Family Promise database.
- Manage expense tracking, petty cash, and prepping checks.
- Assist pulling reports for grants and stakeholders.
- Assist with mailing tax-receipts.

Oversee facilities and assets (40%):

- Liaise with all outside vendors: insurance, pest control, snow removal, cleaning services, lawn care, maintenance needs. Ensure any facility needs are met- routine maintenance and any needs that arise out of the ordinary.
- *Check fire extinguishers, smoke detectors, furnace filter, window ac filters on routine basis.*
- Set up systems for van maintenance; routine checks to ensure good working order of the van.
- Ensure computers remain in good working order.
- Ensure the network cell phone remains in good working order.
- Track, sort, organize, and maintain item donations:
 - Coordinate pick up/drop off for donations.
 - Transport donations from site to site.

Additional Responsibilities:

- Meetings: Secure refreshments and manage any sign-up sheets, copies of agendas or hand outs
- Support events and fundraising.
- Flexibility to handle on site issues of two locations; may require flexible scheduling.



- Must have valid driver's license and willingness to use personal vehicle.
- Assist with ensuring cleanliness and safety of Family Promise's buildings.

Education, Experience and Skills

- Office management experience: setting up systems, managing day-to-day operations for a fast-paced small business/non-profit.
- Can show compassion and respect for vulnerable populations and for volunteers.
- Sensitivity and dedication to maintaining utmost confidentiality and discretion is a must.
- The successful candidate is enthusiastic and can take initiative. Must have a positive, figure-it-out attitude.
- Organized, can self-manage, and hold others accountable to outcomes. Can motivate a team in a challenging work environment.
- Must have experience Microsoft office and the ability to mail merge. Experience with a CRM database and accounting software is desirable.

Salary and Benefits

- This is a full-time position with benefits: health insurance, PTO, retirement match.
- Mileage reimbursement for work-related car travel.
- Salary is mid to high \$30ks.

Work Environment & Managing Success:

- The Office Manager reports to the Executive Director.
- Occasional lifting of materials of up to 25 pounds is necessary.
- Family Promise is comprised of a small staff and a large pool of volunteers.
- This position's success is measured by: efficient/effective processes and procedures; services secured as needed; systems in place where possible; organizational systems employed.

Application Instructions

Interested applicants should send cover letter and a resume via email to employment@familypromisede.org. Please include the words "Office Manager" in your subject line.