

**Employee Job Description**

Office Manager

**Department:** Administrative

**Status:** Full-Time, Non-Exempt

**Reports to:** Fiscal Director

**Direct Reports:** None

**Job Summary:**

Managesandprovides office support and administrative functions to agency. Duties include clerical, technical, and project-based work with all agency departments and programs.

**What you will do:**

* Oversee maintenance and operations of main facilities in Waterloo and Waverly, ensuring administrative coverage, direction of administrative volunteers in activities, and maintenance and cleanliness.
* Provide assistance to fiscal/administrative, operations and development on special projects and tasks as scheduled and assigned.
* Perform general administrative duties on behalf of the agency including printing, photocopying, scanning, faxing, filing, typing and composing, proofreading, etc.
* Coordinate donations intake through staffing donation hours, assessing inventory for needed items and communicating with donors who have questions.
* Provide IT and equipment support and technical assistance to staff and the agency and monitor support and repair tickets through ACES and Bergan KDV.
* Manage vendor data for the agency, tracking prices, purchases, and issues and providing data to departments to identify changes to business contacts. Communicates with vendors for price comparison, quotes, and services provided.

**How You Will Succeed:**

* People First- Everyone matters and you regard people's well-being and success as a priority.
* Do the Right Thing- Act with integrity and doing what is best for the greater or common good. It means making decisions that are not based on your own personal needs, that do not expand your popularity, or enforce your personal beliefs.
* Own Your Role- Be highly accountable and do the job you were hired for. If you're owning yours, you aren't worried about, preoccupied with, or diluting your attention to anyone else's. Owning your role means focusing on only what you can control and letting your teammates do the same.
* Embrace and Drive Change- We learn not to fear change but instead embrace it enthusiastically. It is even more important that we encourage and drive it. That keeps us in a healthy state of change readiness. Change is based around humbleness and an understanding that we can always grow and get better.
* Diversity, Equity, and Inclusion-Believe that diversity makes us all better and enjoy working with people of different backgrounds. Work to make all your teammates feel welcome and understand that we must provide equitable opportunities for all.
* Teamwork and Community Engagement- Rely on our work with others internally and externally to successfully meet the vision and mission of FOF. We can accomplish great things when we work collectively. Cheer for your teammates to succeed and uplift when things are tough. Don’t let others down.
* Understand, align with and practice under the following philosophies/models: Housing First Model, Trauma-Informed Care, Client-Centered Approach, Harm Reduction, and Low-Barrier Shelter.
* Believe in our 10-year vision to end homelessness and violence.
* Believe in our mission: To provide safe shelter, confidential services, and housing assistance to individuals in crisis due to homelessness, domestic violence, sexual assault, and human trafficking.
* Understand the 6 components of the Entrepreneurial Operating System (EOS).

**Job Qualifications and Competencies**

* Must demonstrate ability to organize, prioritize and plan work to meet deadlines.
* Ensure confidentiality is in place for all people FOF serves.
* Associates Degree OR combination of equivalent education and experience.
* Previous experience in the following preferred: office management, customer service, administrative support, business management or supervision.
* Ability to pass state, federal, and child abuse background checks.

**Employee Signature:**

I have reviewed and understand all the information contained in this job description and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Friends of the Family.

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Signature Date