



Job Description: Office Manager

Exempt: Yes	Date: May, 2022
Status: Full time	Supervisor: Executive Director
Salary Level: \$36,000 - \$46,000 dependent on experience	Approved by: Personnel Committee

CHUM is a 501(c)(3) organization in Duluth, MN, with the mission *"People of faith, working together to provide basic necessities, foster stable lives, and organize for a just and compassionate community."* Over forty faith-based communities in Duluth are part of CHUM. Its core mission is to provide social safety net services for people experiencing homelessness, poverty, and marginalization. CHUM operates an Emergency Shelter, Family Shelter, Drop-in Center with a Health and Wellness Clinic, Winter Warming Centers, Food Shelf, Street Outreach, and supportive services for people living at the Steve O'Neil Apartments and the St. Francis Apartments. CHUM's advocacy focuses on policy and systems changes to help improve the lives of people who turn to CHUM for services. In 2021, CHUM programs collectively served 7,385 unique individuals.

SUMMARY: Under the supervision of the Executive Director, the Office Manager executes administrative functions related to the management of CHUM and is responsible for organizational duties that keep the central office operating efficiently.

DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

Receptionist:

- Serves as agency's receptionist to program volunteers, program staff, and the general public by responding to phone and in-person contacts.
- Acts as point of first contact for those seeking CHUM services.

Administrative:

- Schedules appointments, gives information to callers, reads and routes incoming mail, and performs other administrative and clerical duties as assigned.
- Maintains central filing and supply, integrating electronic and paper records of the agency.
- Maintains an inventory of office and program supplies; manages procurement.
- Operates and maintains office equipment.
- Prepares memorandums outlining and explaining procedures and policies to employees as requested.
- Participates in relevant continuing education activities.
- Supervises the processing of donations

Program Support:

- Composes/proofreads, and types (word processing) correspondence, memos, grants, reports, minutes and program reports. Provides secretarial/editing support for programs.
- Plans and prepares for meetings and conferences.
- Supervises and utilizes volunteers as needed.
- Organizes CHUM's neighborhood picnic for National Night Out (first Tuesday of August).
- Organizes CHUM's Head of the Lakes United Way employee campaign (in September).
- Organizes the monthly supply order for CHUM departments; manages procurement on-line and in person

Governance Support:

- Acts as recorder for meetings of the Board of Directors, Delegate Assembly, the Finance committee, and other groups, as requested by the Executive Director. Completes official records with assistance of Board Secretary.
- Acts as custodian of corporate documents and records.
- Serves as a liaison between Board, office, and others in the organization as requested.

Financial Support:

- Receives cash and checks; prepares bank deposits, takes deposits to bank as needed.
- Assists Financial Manager with tracking and preparing grant and contract billings
- Manages Employee Time Station operations; prepares bimonthly reports for payroll
- Back-up processor for payroll.
- Oversees money at CHUM fundraisers e.g. Rhubarb Festival, CHUM Dinner, and the Holiday Concert

QUALIFICATION REQUIREMENTS:

Education and/or Experience: An associate or bachelor's degree in office management from college or technical school; or at least three years office administrative, customer service, or other related role experience and/or training; or equivalent combination of education and experience. At least 5 years' experience in an office environment is a bonus. People of color are strongly encouraged to apply.

Language Skills: Ability to read and interpret documents such as instructions, business correspondence and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers, volunteers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Understanding of basic bookkeeping and accounting. Mastery of Excel. Proficiency in record-keeping and accuracy in accounting desired.

Reasoning Ability: Ability to apply commonsense understanding and judgment to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations: Valid Minnesota Driver's License. Proof of COVID-19 Vaccinations and Booster.

Other Skills and Abilities: Knowledge of general office procedures and equipment. Proficient in computer skills, including Microsoft Office Suite. Knowledge of CHUM procedures and guidelines. Ability to perform work without close supervision while maintaining work standards of the organization. Effective interaction with co-workers and the general public. Ability to handle confidential information relating to client, employee or agency information. Commitment to CHUM mission and programs. Ability and licensure to drive to run errands, pick up supplies, etc.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms.
- The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- The work in this job is generally performed indoors in an office setting. While performing the duties of this job, the employee is occasionally exposed to chemicals or fumes from electronic stencil machine, toner or other office equipment and supplies.
- The noise level in the work environment is usually moderate.

APPLICATION DEADLINE:

Please send a cover letter and resume by e-mail to chum@chumduluth.org with "Office Manager" in the subject line. Resumes will be reviewed as received and the position will be open until filled.

People of color are strongly encouraged to apply.