

## **Office Manager / Client Services**

**Reports to:** Executive Director [ED]

Full Time position; 40 hours/week; Monday – Friday 8:30 am – 4:00 pm  
on call for special events as needed; and scheduled.

Annual Salary: range \$44,000 - \$48,000. depending on experience

### **Primary Role:**

- Manage the day-to-day administration of a busy customer service office
- Front Office Staff/first contact, in person and on phone: clients requesting services, volunteers, visitors, etc. - welcome all with a smile, provide support, as needed

### **Daily Tasks**

- Process overnight voice & e-mail; respond and/or transfer messages to staff, as appropriate
- Process incoming and outgoing snail mail, as needed
- Answer phone calls & e-mails throughout the day
  - Respond to questions re: Council services/programs, donations, etc..
  - Provide referrals to other agencies, as necessary and appropriate
- Administer Council Transportation/Lyft Program
- Administer Council Medical Equipment Loan Program
- Update and provide all Council forms, as needed
- support staff and volunteer use of office equipment; including computers, copy machine, etc.
- Assist volunteers, as needed
- Bookkeeping Tasks; may include:
  - Prepare bank deposits from Thrift Shop Sales & Donations
  - Record Daily Thrift Shop Deposits in Excel document
  - Provide completed bank receipts for bookkeeper
  - Scan invoices & receipts and e-mail to bookkeeper
- Support and maintain a social & pleasant atmosphere for the volunteers, customers, visitors, staff, etc.  
(includes making coffee/setting up volunteer coffee “hours”; answer questions, get supplies, etc.)
- Support Food Pantry Coordinator to ensure smooth running of the Program
  - Answer questions regarding the food pantry & schedule appointments, as needed
  - Help out in the food pantry with distribution, as needed

### **Monthly Tasks**

- Provide Transportation & Medical Equipment Loan reports to ED
- Monthly communication with Transportation clients
- Support ED in creating monthly ED reports for Council BOD -provide statistics etc.
- Send BOD materials in preparation for monthly BOD meeting
- Reconcile credit card statement & petty cash with receipts/provide to bookkeeper

**Other:**

- Provide support for Special Events, both during planning and on-site, as needed
- Other Tasks assigned by the ED, as needed
- Provide support to all Council Program staff, as needed, in coordination with ED

**Skills and qualifications:**

- Ability to multi-task and accept interruptions in a busy, sometimes hectic, fast-paced environment
- Ability to work independently and in cooperation with other staff & volunteers to promote the mission of the agency
- Strong written and verbal communication skills to produce reports, assign tasks, accept instructions and handle daily tasks
- Excellent problem solving skills
- Experience and comfort with technology, i.e. database management, Office 365, Google Docs, etc. Ability to learn new software
- Completion of 24 hours of online E-Tapestry database training and pass Fundamentals of E-Tapestry exam within 4 months of start date
- Ability to look at the big picture while also being able to attend to detail
- Strong interpersonal skills to interact positively with all employees, volunteers & clients
- Ability to work with clients with varied backgrounds; including international and economic
- Leadership ability to manage challenges and oversee office volunteers
- Reliability and discretion; ability to keep agency/volunteer/client information confidential
- Successful candidate will be flexible, open, kind, trustworthy and compassionate
- 2-3 years of experience as an office clerk, administrative assistant, secretary, or similar role

Interested candidates should send a letter of interest and resume to [srobinson@needhamcommunitycouncil.org](mailto:srobinson@needhamcommunitycouncil.org). No phone calls please. We are an equal opportunity employer.

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