



POSITION: Office Manager

REPORTS TO: Executive Director

SERVICE SUMMARY: Work with minimal supervision while exercising independent judgment and initiative, the Office Manager will maintain and assure that the Main Office serves as a central hub for all of the essential functions of the organization. The Office Manager will be responsible for creating an environment that is warm and welcoming and provides for the needs of the Executive Director and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understand and be able to communicate the Habitat mission, philosophy, program and impact.
2. Act as a receptionist. Serve as initial point-of-contact for all phone, email, and drop-in inquiries. Greet all visitors and handle all inquiries in a friendly, respectful, professional manner.
3. Act as Assistant to the Executive Director.
4. Prepare regular reports for the Board of Directors, Habitat Michigan and Habitat International.
5. Open and close the Main Office daily for business at 8:45 a.m. Ensure a healthy, safe, and professional working environment for the organization. Maintain office security at all times.
6. Maintain the main office equipment, technology, systems and grounds.
7. Oversee expenditures on office supplies, facilities, technology and services as needed within the confines of the budget. Maintain adequate office inventory.
8. Track donations and send donation recognition letters.
9. Maintain Office Management Procedure Manual and Technology Guidebook.
10. Ensure all policies and procedures are up-to-date.
11. Conduct hiring processes including posting open positions, receiving applications, scheduling interviews, sending letters of regret, and setting up new hires.
12. Maintain contact database of staff, Board and committee members.
13. Coordinate updates of Habitat Facebook pages, website, and Main Office front sign.
14. Maintain an active calendar of Habitat events, meetings and other community events.
15. Prepare staff meeting agendas and record meeting minutes.
16. Maintain organized paper and electronic files and records for the affiliate.

QUALIFICATIONS:

1. Must have a friendly, outgoing personality. Experience with customer service preferred.
2. Must demonstrate maturity, professionalism and respect with individuals of all backgrounds and in a wide variety of situations. Confidentiality required at all times.
3. Must be able to multi-task and stay focused in a constantly changing environment in order to achieve maximum efficiency. Must be able to work under pressure and meet deadlines.
4. Flexibility and adaptability is a must.
5. Must have strong attention to detail and excellent oral and written communication skills.

6. Must be able to work very well with others, both as a team leader and a team member. Proven ability to teach, train, and mentor preferred.
7. Must show strong initiative and drive and be able to complete tasks with minimal supervision.
8. Must be proficient in use of all Windows systems and Microsoft Office Products.
9. Experience with project scheduling and recordkeeping preferred.
10. Must be aware of and be sensitive to the issues relating to living and working in a culturally diverse community.
11. Must demonstrate a passion for the mission and work of Habitat.
12. College undergraduate degree preferred.
13. Valid, current, and unrestricted Michigan Driver License.