



**Office Manager**  
Oakland, CA

**BACKGROUND**

Established in 1973 and separately incorporated in 1992, St. Mary's Center provides essential services to improve the quality of life for at-risk seniors and preschoolers in downtown and West Oakland. Today, we annually stabilize the lives of more than 1,000 homeless seniors and frail seniors living alone, operate a drop-in center for homeless women, provide supportive and transitional housing, and operate a preschool for 48 children living in poverty. Nearly 2,500 people are impacted each year by the work of St. Mary's Center.

St. Mary's Center has 26 mostly full-time staff, as well as a number of contracted personnel, interns, and seasonal employees who operate our Winter Shelter. Our operating budget is \$2.8 million.

St. Mary's Center includes Homeless Senior Services, providing extensive case management, mental health care, an emergency Winter shelter and permanent supportive housing; Resources for the Third Age, which delivers comprehensive services so that frail seniors can remain in their own home; the Community Center shared by all for lunches, morning coffees, food bags, art therapy and special events; Friendly Manor, which operates a drop-in center for homeless women and a transitional residence for single women; and St. Mary's Center Preschool, which increases the academic and behavioral skills of low-income 3-5 year olds to better prepare them for life in the 21<sup>st</sup> century.

**POSITION SUMMARY**

To support our growing nonprofit, we are seeking an Office Manager who is proactive, detailed oriented and excited about the opportunity to work in an agency that provides comprehensive safety-net services within a compassionate environment. Please see our website for more information on our work ([www.stmaryscenter.org](http://www.stmaryscenter.org)). The ideal candidate can prioritize multiple tasks and is able to work independently with limited supervision. This position covers key responsibilities and duties in five administrative areas: office management, development, volunteer coordination, reception, and facility maintenance. This position reports directly to the Director of Development.

**PRIMARY AREAS OF RESPONSIBILITIES**

**Office Manager:**

- Research and oversee ordering office supplies.
- Manage leasing contracts and arrange for equipment repairs, including phone system.
- Handle relationships with office-related vendors and consultants.
- Sort and screen incoming mail as needed, and answer and screen all incoming inquiries
- Provide general administrative support to the office, and stepping in to support other directors when need arises and time permits.

- Assist, as needed, with projects, dinners, social functions and activities to promote St. Mary's Center

#### **Development:**

- Enter all checks into check register; make copies of checks and accompanying correspondence for Finance and Development departments.
- Enter all gifts into Exceed and process all gift acknowledgements including letters.
- File grant proposals, awards and government contracts and written communications with funders.
- Support the Development Associate in mailing invitations for cultivation and fundraising events and coordinating the printing and distribution of newsletters and annual reports.
- Help to staff the Gala committee including obtaining auction items.
- Other admin work as needed.

#### **Volunteer Referral and Placement**

- Serve as the initial point of entry for potential volunteers and interns.
- Arrange for volunteer orientation and training as needed
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Develop and maintain Volunteer Service Descriptions for each volunteer assignment
- Manage Reception volunteers

#### **Reception:**

- Coordinate and manage reception for St. Mary's Center.
- Welcome visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Direct visitors by maintaining employee and department directories; giving instructions.
- Greet senior participants and direct them to appropriate program.
- Ensure that all homeless senior participants sign in and liaise with Worker of the Day or other social worker.
- Maintain security by following procedures, such as keeping senior participants within the reception area until called by a social worker.
- Maintain telecommunication system by following manufacturer's instructions for house phone and console operation.
- Maintain safe and clean reception area by complying with procedures, rules, and regulations.
- Recruit, train, and supervise volunteer receptionists.

#### **Facility Maintenance:**

- Coordinate the completion of facility and maintenance projects as requested.
- Develop and monitor a matrix of routine facility maintenance projects.
- Liaise with outside vendors and get bids as necessary.

#### **Qualifications**

- A commitment to social justice and familiarity with the plight of low-income and homeless seniors.
- A BA degree preferred.

- Must be exceedingly well organized, flexible and enjoy the administrative challenges of supporting a small office of diverse people and programs.
- Outstanding time management skills, with attention to detail, and capacity for managing multiple projects at one time.
- Excellent oral and written communication skills
- Proficient with MS Office Suite - Outlook, Word, Excel, PPT and Adobe PDF

**Salary and Benefits:**

Competitive salary and benefits, commensurate with experience. This is a full-time, non-exempt position.