

**Job Title:** Office Manager

**Starting Pay:** \$32,000 - \$35,000  
Depending on Experience

**Reports to:** VP Admin/Finance

**Core Hours:** Mon – Fri; 8:30am-5pm

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## **ORGANIZATION OVERVIEW**

Project R.E.S.T. is a private, non-profit organization providing a multi-faceted assistance program to victims of domestic violence in Spartanburg, Cherokee, and Union Counties, and victims of sexual assault in Spartanburg and Cherokee Counties. Our mission is to use our collective voice to address the impact of domestic and sexual violence by providing quality services to those affected and to create social change through education, training, and activism.

## **POSITION OVERVIEW**

The Office Manager is responsible for ensuring a trauma-informed service environment at Project R.E.S.T. This includes maintaining the administrative duties of our main office location and overseeing the facility maintenance of our main office and two outer-country office locations. These duties include responsibility for assisting the administrative and program functioning of the agency such as managing a multi-line phone system and crisis line, office support, development, and accounting assistance. They will also delegate administrative tasks to any volunteers who cover receptionist duties to provide quality service to our visitors and callers.

As the Office Manager, they will act as purchasing agent and track purchase orders. They will also make sure incoming mail and packages are received, sorted, and logged properly.

Following the Core Values of Excellence, Integrity, Compassion, Collaboration, and Equity, the Office Manager ensures our front office runs smoothly in day-to-day operations for our community. This is a full-time position for our main office.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Manage a multi-line business telephone system and provide first line response to the 24-hour crisis line during business hours. This includes providing information/assistance or routes caller to appropriate staff.
- Provide initial contact with all visitors to assist with general agency information, accepting donations, and directing persons requesting assistance to the appropriate staff member.
- Perform all related office duties in accordance with agency policies and procedures, including processing agency and client mail, managing the agency postage meter and bulk mail account.
- Manage front office administrative operations by providing guidance and delegating tasks to administrative volunteers.
- Oversee the facility maintenance of multiple agency office locations.
- Act as purchasing agent for the agency. This includes logging all purchases and tracking the receipt and distribution of all agency purchases.
- Maintain proper inventory records for agency equipment.
- Scan all Accounts Payable invoices to be processed for payment.
- Take prepared bank deposits to the appropriate bank on a weekly basis.

- Accept in-kind donations and prepare the necessary receipt documentation to be given to the Accounting Assistant.
- Scan and log daily cash receipts to the Daily Cash Receipts log.
- Assist with preparing letters, agency forms, brochures, event documents, annual report and other documents as needed or requested by the President / CEO, Vice President of Finance and Administration, Vice President of Trauma Informed Care and Clinical Services or Board of Directors.
- Arrange appointments, meetings, travel and similar activities for President / CEO, Vice President of Finance and Administration, Vice President of Trauma Informed Care and Clinical Services and Board Members upon request.
- Assist with arrangements of Board and other meetings including rooms and other amenities such as food when necessary.
- Create and maintain appropriate filing systems and postings for agency-wide informational documents. Documents include, but are not limited to, Board and staff minutes, reports, regulations, and organizational related materials.
- Develop and document agency administrative procedures and training materials.
- Maintain the agency wide SharePoint filing system of agency documents and training materials.
- Maintain the agency mailing list using Neon CRM and Excel Database.
- Maintain effective and cooperative relationships with agency staff and volunteers.
- Develop professional techniques and skills by attending workshops and reviewing literature.
- Assist victims of domestic and sexual violence as needed.
- Assist with preparing monthly benefit statement allocations for reimbursement requests from grant funders.
- Assist with presentations and other administrative tasks as assigned by the President / CEO and Director of Finance and Administration.
- Maintain strict confidentiality of all personnel / client identification and financial information.
- Attend staff and team meetings as scheduled

## **PROFESSIONAL QUALIFICATIONS**

- High School Diploma required. College degree preferred.
- Administrative experience required.
- Supervisory experience preferred.
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and data entry.
- Experience with Microsoft Teams and SharePoint preferred.
- Experience with SignEasy, and Canva preferred.
- Ability to operate office equipment such as phones, computer, scanner, printer, and fax machine.

## **CORE COMPETENCIES**

- Excellent Oral and Written Communication
- Strong Organizational and Time-Management Skills
- Attention to Detail
- Self-Motivated
- Basic Accounting / Data Entry
- Ability to organize, troubleshoot, manage crises, and prioritize work
- Ability to work independently on projects and assignments
- Ability to lift up to 20 pounds to accept and process agency donations
- Values that align with Project R.E.S.T.'s mission and philosophy
- Driver's license and reliable transportation
- Willingness to engage in in-service trainings

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position.

Project R.E.S.T. treats all clients, volunteers, and staff with consideration and respect regardless of race, religion, age, sex, sexual orientation, national origin, or disability.