

Job Description

Office Manager, Shepherd's Center of Charlotte

Summary

The Office Manager, under the supervision of the Executive Director and in collaboration with the Shepherd's Charlotte team, plays a central role in overseeing the office's daily operations to ensure efficiency and productivity. This role involves managing administrative tasks, coordinating office activities, and being the first point of contact for visitors and callers while supporting staff and management. The ideal candidate will be highly organized, personable, and able to handle multiple tasks efficiently.

Key Job Responsibilities

Reception and Communication: Greet and assist participants and volunteers with a warm and professional demeanor: answer, screen, and direct phone calls to appropriate staff members.

Scheduling and Calendar Management: Schedule and coordinate meetings, appointments, and events alongside Shepherd's Charlotte team. Maintain and manage multiple calendars, ensuring timely reminders and updates.

Office Management: Support the Executive Director and Board of Directors, including preparing documents, reports, and presentations. Maintain office supplies and equipment, ensuring everything is stocked, functional, and well-organized. Collaborate with software providers to ensure efficiency and promptly troubleshoot basic IT issues with external IT support. Assist with data entry, filing, and other clerical tasks as required. Monitor and support office volunteers, providing guidance, feedback, and training as needed. Assist with printing, preparing, and delivering USPS bulk mailings.

Financial Management: Maintain and manage financial records using QuickBooks Online, including accounts payable/receivable. Generate timely and personalized acknowledgment letters and ensure accuracy and compliance with IRS guidelines for donor acknowledgment.

Program and Event Participation: Participate in organizational programs and events, providing logistical support and contributing to their success. Coordinate with program staff to ensure seamless execution of events and activities.

Qualifications

- Strong alignment with the organization's mission and values.
- Proven experience as an Office Manager, Administrative Assistant, or similar role.
- Working knowledge of QuickBooks Online.
- Strong technology skills, with the ability to quickly learn new software and CRM tools.
- Demonstrated ability to collaborate effectively within a team environment.
- Excellent communication and interpersonal skills, offering an attitude of positivity and patience.