



Office Manager

About Us:

Williamsburg House of Mercy provides quality compassionate human services to all people, especially the most vulnerable, regardless of faith. We provide a safe and welcoming environment for area homeless to find respite, receive services, and work toward ending their homelessness, and emergency assistance and supportive services to those struggling to maintain housing and regain stability.

We envision a community where no one will ever have to spend a night on the streets or in the woods because they cannot find or afford safe housing. We believe that safe, affordable housing, and a livable wage is a fundamental human right, and that every person, regardless of class, condition, color, gender, orientation or belief system was created to live a full, rich life.

Responsibilities and Duties:

WHOM is currently seeking a full-time Office Manager. This position is responsible for managing all office tasks at both locations of WHOM which encompasses work with our clients, donors, staff, and volunteers while maintaining the WHOM mission through the upkeep of social media and marketing approaches. Though other duties may be assigned from time to time, the Office Manager, generally performs the following duties while reporting to the WHOM Senior Leadership Team:

Office/Client Relations

- Maintain client mailboxes: manage/distribute incoming mail for clients. Forward mail for clients who have been housed. Maintain updated forwarding addresses.
- Deliver mail to walk-in clients when they come in for pickup – verify identity.
- Process all outgoing mail and incoming/outgoing package deliveries alerting appropriate staff of packages received. Keep updated delivery spreadsheet to ensure receiving of all anticipated deliveries. Maintain annual Bulk Mail registration with post office.
- Purchase office supplies and maintain proper stock levels at both locations.
- Purchase snacks for break room and warehouse.
- Manage general office voicemail box and email inbox. Respond or forward messages/emails to appropriate staff person.

- Coordinate with IT department and external vendors on all office equipment (computers, phones, copiers) and IT issues. Keep WHOM IT inventory updated.
- Work alongside Director of Facilities to maintain key log for all keyed doors and employee access to.
- Oversee KISI account for all staff employees and external users.
- Work alongside ED with security camera maintenance and vendor relation.

Donor Relations

- Accept and record in kind donations, enter data into database, and prepare/send out thank you post cards.
- Monthly in-kind data spreadsheets to ED and Director of Development, highlighting large donations/repeated donors.
- Initial point of contact for in-person donations and donor relations (check, credit card, cash donations).
- Keep updated donation data and alert ED & Director of Development to large donations/repeated donors.
- Working with Director of Development, send out weekly thank you letters (email and print) to donors, including In Memory or In Honor of letters.
- Keep accurate digital records of thank you letters and work with donors when a repeated letter is needed again.

Employee/Volunteer Relations

- Ensure new employees are properly onboarded with emails, office set-ups, extensions/voicemail, KISI access, office keys, business cards, and nametags.
- Fill out form and file Incident/Accident reports. Submit the report to the Diocese Risk Management department.
- Organize employee functions on/off site.
- Keep updated master WHOM calendar: listing employee birthdays, days off, fundraising events, and on/offsite trainings.
- Track employee birthdays/life events and plan staff get-togethers monthly alongside ED's all-staff meetings.
- Oversee Volunteer Coordinator to ensure compliancy for volunteer positions across the mission. Including volunteer training, background checks, and distribution of handbook.
- Schedule front desk and office volunteers, work with Lead Reception Volunteers on training, and consistency of reception/office duties.

Mission Relations

- Collaborating with various team members: develop and coordinate marketing campaigns: create event and mission flyers, distribute to staff, clients, and community partners.
- Keep updated social media accounts (Facebook/LinkedIn/Instagram).
- Keep stocked all WHOM marketing materials for distribution to clients and community partners.
- Participate in off-site fundraising events.
- Photograph staff/volunteers weekly during daily activities and special events on/offsite. Keep photographs updated on shared drive.
- Maintain digital record of WHOM in the media.

Qualifications:

- Bachelor's Degree and three to five years of relevant work experience.
- A licensed notary.
- High level of proficiency in Microsoft Office; experience with fundraising database software is a plus; and a working knowledge of internal and external communication technology; willingness to learn new software and programs.
- Ability to understand the role of individuals in the organization and the ability to manage complex organizational detail and a diverse group of people.
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- Ability to take on responsibility, work independently, time management, and be adaptability in a constantly changing and high-pressure environment.
- Excellent interpersonal, verbal, and written communication skills.

Working Conditions, Salary, and Benefits: Position is full time (35 hours per week). Occasional night and weekend hours are required throughout the year to attend events carried out by WHOM. Salary, commensurate with experience, will range \$49,000.00-51,000.00 per year as an exempt employee. Comprehensive benefits package (with some employee contributions) includes medical, dental, vision insurance, and disability. Employer matched retirement plan. Employees receive twelve vacation days, accrued sick time, and company time-off holidays.

Applicants can directly apply to liz@williamsburghouseofmercy.org