

# Monroe County CASA

## Job Description: Office Manager

### Position Summary

The Office Manager provides essential support to Monroe County CASA, Inc. by collaborating closely with staff, volunteers, and student interns. This role is vital to the organization's effectiveness, encompassing responsibilities such as technology support, onboarding for staff and volunteers, daily office operations, and logistical coordination for its events and trainings. Additionally, the Office Manager may communicate with community organizations, service providers, attorneys, court personnel, and other professionals in this position. The Office Manager reports directly to the Executive Director.

### Responsibilities

The Office Manager's duties may include, but are not limited to:

- **Communication and Reception**
  - Serve as the first point of contact by warmly greeting visitors, answering calls, managing emails as well as traditional mail.
  - Communicate professionally with community organizations, service providers, and other stakeholders as needed.
  - Prioritize maintaining confidentiality for the children and families for whom this organization serves
- **Office Administration**
  - Manage Office 365 and SharePoint, front and back-end systems.
  - Monitor and disburse court documents via the e-filing system daily.
  - Conduct background checks (criminal, sex offender, BMV, CPS) and personal reference checks for volunteer applicants.
  - Gather necessary documentation and maintain information for volunteer files, including responding to general inquiries from prospective volunteers.
- **Event and Training Support**
  - Assist the Resource Development Coordinator with logistics for recruitment and fundraising events.
  - Provide Support for volunteer trainings by scheduling sessions, preparing materials, and communicating with trainees/ Instructors.
- **Office Organization**
  - Ensure the office environment is welcoming, clean, organized, and professional in appearance.
  - Procure and manage office supplies, as well as snacks and drinks for events.
  - Provide general clerical support and assistance to staff, volunteers, and vendors on site.

- **Board and Staff Support**
  - Attend and take notes at agency staff meetings, retreats, and annual meetings.
  - Assist the bookkeeper with financial documentation, including timesheets and invoice tracking.
  
- **Technology and Onboarding**
  - Support onboarding processes for staff, volunteers, and interns, including training on technology systems.
  - Troubleshoot office technology issues as needed.
  - Serve as point of contact for vendors of tech-based utilities and hardware.
  
- **Other Duties**
  - Participate in required staff training and ongoing professional development.
  - Perform additional tasks or assist with projects assigned by the Executive Director.

## **Qualifications and Skills**

- Ability to create a welcoming atmosphere for all visitors and callers.
- Inclusivity and respect for all individuals, regardless of background or circumstances.
- Strong organizational skills and diligent attention to detail.
- Proficiency in Microsoft 365 Office Suite, Microsoft Administration, SharePoint, Teams, Zoom, and cloud-based systems.
- Knowledge of office technology systems (e.g. printer, desk phone, copier) with troubleshooting capabilities.
- Ability to multitask, prioritize, and manage time effectively in a high-pressure environment.
- Inclusive written and oral communication skills.
- Ability to work collaboratively with a diverse team.
- Flexibility to accommodate evening and weekend hours as needed.
- Excellent time management and self-motivation.

## **Preferred Background**

A positive demeanor and strong communication skills are essential for success, emphasizing the importance of interpersonal interaction. Previous office and administrative experience is preferred. The role is suited for someone who is detail-oriented, self-motivated, and able to collaborate effectively in a team. The position involves exposure to highly sensitive content, so self-advocacy is important, and the candidate

must be able to set boundaries and seek support when needed. While having a vehicle is not required, the candidate must be willing to work with the CASA staff to develop a plan to meet the role's requirements, which will involve travel. In summary, this position requires someone who is adaptable, emotionally intelligent, self-motivated and capable of handling sensitive information, while also being collaborative and willing to solve problems.

### **Work Hours**

This is a full-time position (40 hours per week) with a standard schedule of 9:00 AM – 4:30 PM, Monday through Friday, including a one-hour lunch break. Alternate hours, including occasional evenings and weekends, are required to complete projects. Occasional travel may be necessary, with ample notice provided.

### **Benefits**

- Welcoming and inclusive, purpose-driven organization
- Vacation pay with annual graduated schedule
- Paid Time Off
- 14 annual paid holidays
- Life Insurance
- Free 24/7 telehealth services for medical and mental health support
- Monthly stipend for medical insurance and/or investment plan
- Mileage reimbursement for travel
- Salary is negotiable with possible increase after a positive 60-day performance review

Please submit resumes with references to [info@monroecountycasa.org](mailto:info@monroecountycasa.org)

Questions? Please contact the CASA office (812)333-2272