



Office Manager

ORGANIZATION:

The Williamson County Crisis Center dba Hope Alliance has been promoting the fundamental right for all individuals to be safe in their personal relationships for over 35 years. Hope Alliance operates under the belief that physical, sexual, emotional and psychological abuse of one human being by another is unacceptable. Located in Round Rock, Texas and serving Williamson County and Northern Travis County, Hope Alliance provides crisis services to both adult and child victims of Family Violence and/or Sexual Assault. We attempt to safeguard our clients' rights through a broad array of innovative, client-centered, trauma-informed direct services, community education, and advocacy. We currently serve more than 2,500 women, men and children annually.

POSITION:

Our busy, client-focused office needs a reliable, very organized Office Manager to provide direct support to the CEO and to handle day-to-day office and shelter operations with a focus on efficiency and time management. The Office Manager will assist the CEO with exchanging information between Hope Alliance and the Board of Directors. The Office manager will be responsible for developing intra-office communication protocols, streamlining administrative procedures, inventory control, supervision of two part-time Client Service Coordinators and task delegation. The Office Manger's role is to create and maintain a pleasant work environment, ensuring high levels of organizational effectiveness, communication and safety.

RESPONSIBILITIES:

As directed by the CEO the Office Manager will:

- Provide direct support to the CEO by assisting with: Board of Director (BOD) meetings, BOD Sub-Committee meetings, and coordinate Agendas and lead meeting for both Monthly Management and All-Staff Meetings, Intra-office communications between both facilities, all groups, and departments.
- Serve as Hope Alliance's point person for Office, Shelter and Outreach Location needs relating to IT, Office Equipment, Maintenance, Phones, Cabling, Cleaning, Pest Control, and Inventory.
- Implement and maintain Microsoft SharePoint web-based platform used for sharing files and information.
- Organize office operations and procedures regarding filing systems; supply requisitions; assigning and supervising Client Service Coordinator functions, safety plans and post office plans,
- Maintain records by defining procedures for retention, protection, retrieval, transfer, and disposal,
- Maintain office efficiency regarding office systems, workplace layouts, and equipment inventory, procurement and disposal,
- Implement office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments,
- Schedule and Assign responsibilities to one Client Service Coordinator. Follow-up on their work results and performance.
- Report trends and important information to the Management Team during monthly meetings.
- Assist with Staffing processes including orienting and training new employees as to standard office practices and procedures.
- Contribute to a team effort designed to advance the mission of Hope Alliance.

QUALIFICATIONS AND EDUCATION:

- Proven experience as an Office Manager, Front Office Manager or Administrative Assistant,
- Knowledge of office administrator responsibilities, systems and procedures,
- Proficiency in MS Office software (WORD, Excel, PowerPoint, etc.) as well as ADOBE,

- **Knowledge of Microsoft Office SharePoint is a plus,**
- Hands on experience with office machines (e.g. printers, copiers, fax, etc.),
- Excellent time management skills and ability to multi-task and prioritize work activities,
- Detail-oriented with problem solving skills,
- Have excellent written and verbal communication skills,
- Have strong organizational and planning skills and an ability to work in a fast-paced environment,
- Have a creative mind with an ability to suggest improvements,
- High School degree; additional qualification as an Administrative Assistant or Secretary will be a plus

SPECIAL SKILLS AND EDUCATION:

The Office Manager will serve as the point person for the following Office, Shelter and Outreach Location needs to include but not be limited to:

- Handling Mail,
- Maintenance, Office Condition,
- Office Supplies,
- Scheduling meetings and appointments (maintain Conference Room Calendar),
- Workplace layouts, operations and procedures,
- Partnering with HR to update and maintain office policies as necessary,
- Managing contract and price negotiations with office vendors, service providers and office lease,
- Supervising Hope Alliance's general support to visitors,
- Assist in the onboarding process for new hires,
- Liaise with facility management vendors, including cleaning and security services,
- Assist with logistical aspects of in-house or off-site activities including conferences with Board and "All-Staff" meetings.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is typically working in a climate-controlled office environment but sometimes exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

- Normal workday physical activity includes frequent sitting, standing and walking,
- Requires employee to use hands, arms, legs, neck and head while performing tasks,
- Requires occasional twisting at desk when answering phone or keyboarding,
- Requires retrieving files by pulling and pushing cabinet drawers with occasional bending, squatting, kneeling, and reaching above shoulder level.
- Requires frequent data entry into computer keyboard,
- Requires extensive speaking in person and on the telephone with staff and others,
- Requires occasional lifting and/or moving up to 30 pounds.

Salary Range: \$40,000 to \$45,000 a year

Generous PTO, Benefits and Retirement Savings package

For more information, please visit www.hopealliancetx.org.
Please email your resume: Rick.Brown@hopealliancetx.org

Hope Alliance is an Equal Opportunity Employer