

Position Title: Office Operations Manager

Supervisor: Executive Director

FLSA Status: Non-Exempt

Employment Status: Full-time

Salary: 45,000-\$48,000

The MNADV is a statewide, private non-profit seeking an experienced, detail-oriented, and reliable professional to support the Executive Director and organization's staff. The **Office Operations Manager** is responsible for cultivating a professional and productive office environment.

Duties and Responsibilities:

■ **Crisis Intervention and Information/Referral**

- Respond to crisis calls and information/referral requests from domestic violence survivors, concerned individuals, service providers and allied professionals.
- Respond to, manage, and refer telephone, e-mail, and in-person inquiries from professionals and the public about domestic violence.

■ **Office Operations Management**

Manage day-to-day office operations

- *Vendors, Supplies, and Equipment*
 - Manage, maintain inventory, and make approved purchases of office supplies.
 - Serve as a liaison for vendors and building management.
 - Manage and maintain equipment and software, including repairs and purchases.
 - Manage vendor files; obtain estimates and contracts; research products and services.
 - Coordinate with the IT consultant.
- *Financial*
 - Manage and process checks and electronic payments, bills, invoices, and receipts; oversee expenses and track payments; assist with the preparation for the annual audit; assist with other financial matters as needed.
 - Manage the language line, including billing, payments, and communications with programs and the vendor.
- *Human Resources and Personnel Benefits*
 - Manage personnel health, vision, dental and 403(b) benefits and assist with payroll.
- *Communications*
 - Manage mailings and shipments, including publications.
 - Manage correspondence for members, donors, and professionals.
 - Manage event registrations, donations, and memberships.
 - Enter data as needed, and assist with the website and other communications.
- *Coordination: Meetings, Conferences, Events, and Fundraising Activities*
 - Schedule and prepare for meetings, trainings, events, and conference calls.
 - Assist with meetings, conferences, event planning, and fundraising activities.
 - Work collaboratively with staff to develop, implement, and improve administrative functions related to the organization's projects and activities.
- *Assist the Executive Director*
 - Assist with special projects and other duties as assigned by Executive Director.

Qualifications:

■ Experience

- At least 2-4 years relevant administrative experience, preferably in a non-profit organization.
- Crisis counseling skills, preferably with domestic violence and/or sexual assault survivors.
- Customer service experience with strong written, verbal, and active listening communication skills.
- Experience working with financial management and/or human resources.
- Strong internet skills and advanced working knowledge of Microsoft Office (Word, Excel, PowerPoint, Publisher).

■ Education

- Bachelor's degree preferred.

■ Other

- Must be flexible, detail-oriented, responsible, reliable, professional, able to work as a team member, and contribute to a positive work environment.
- Must be able to multi-task and take initiative.
- Must have a commitment to social justice issues; women's issues or domestic violence preferred.
- Must be able to drive a car to attend periodic meetings or events.
- Must be able to lift boxes of supplies.
- Bilingual candidates are encouraged to apply.

Benefits:

- Position is on-site, 40 hours per week, Monday through Friday, between 9:00 am-5:00 pm.
- MNADV-paid health insurance and short-term disability for the employee.
- Access to employee-paid dental and vision insurance.
- 11 paid holidays; 20 days of accrued, paid combined leave (sick and vacation).
- Option to contribute to a 403(b) retirement plan.
- Mileage reimbursement for periodic, approved statewide travel.

Note: *This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.*

Apply: Position will remain **open until filled**. Applications will be reviewed on a rolling basis. A criminal background check is required. Applicants must submit a cover letter and resumé. Only applicants who have been selected for an interview will be notified:

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Women and minorities are encouraged to apply. The Maryland Network Against Domestic Violence provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.