



## Office Manager

The Coalition is a trusted and respected voice in our community as an advocate for people experiencing homelessness. We are a member-based organization whose mission is to mobilize our community to challenge systemic causes of homelessness and advocate for housing justice. We envision a region that acts on a shared sense of responsibility to ensure everyone has a home. Our core values are Collective Action, Justice, and Equity. For more information on the Coalition, please visit [www.homelessinfo.org](http://www.homelessinfo.org).

### Position Summary

The Office Manager establishes and maintains a stable core of organizational operations, including: daily in-person and virtual administrative support; careful and timely data entry and maintenance of Salesforce database; support for fundraising and membership drives, communications, and program coordination. This role also serves as the first point of contact for general inquiries. The successful candidate will be a self-starter who is good at setting up and maintaining systems, and who also thrives in working as part of a team in fast-paced, fluid work environment, and has excellent judgment with the ability to effectively solve problems and work both independently and collaboratively. The Office Manager reports to Senior Operations staff and works closely with the Executive Director.

### Primary Responsibilities

#### Operations

- Office Systems and Support
  - Utilize and keep electronic and hard copy filing systems up to date
  - Answer the main office phone line, collect and process mail daily
  - Maintain supply inventory
  - Make copies and/or print documents
  - Manage the Coalition's online calendar and Google Drives
  - Provide support in hiring including posting jobs, tracking applications, communicating with applicants, and creating packets for hiring panel
- Finance Support
  - Process invoices and accounts payable
  - Assist with basic bookkeeping and accounting tasks
  - Maintain calendar of fiscal and legal obligations
- Database Management
  - Lead on entry and management of data in Salesforce database
  - Create and/or update campaigns
  - Ensure data integrity and accuracy between databases
  - Create and run reports
  - Interface with IT consultant
- Meeting/Event Support
  - Reserve and coordinate with venues for board meetings, general membership meetings, trainings and other events
  - Coordinate all logistics for events including food, information packets, equipment, meeting/event registration and virtual tech interface, as needed

- Take notes for internal and external meetings
- Takes the lead on coordinating, securing, and set-up/break down of materials and supplies for in-person events.
- Executive Director and Board of Directors Support
  - Assist with scheduling meetings and managing the ED's calendar
  - Field media inquiries
  - Provide general support for board activities and meetings
- Other duties as assigned
  - Take the lead on special projects to research, refine, and improve various aspects of Coalition operations.
  - This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All Coalition employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.
  - Takes lead on coordinating printed materials, supplies, and donations to be delivered to destinations across King County, may include use of personal vehicle, rideshare, or rental car to pick up and deliver items

### **Fundraising and Communications**

- Fundraising Activities
  - Support staff and Board in fundraising campaigns and donor stewardship
  - Assist in planning, managing, tracking, and coordinating donor campaigns
  - Coordinate printing and mailing processes
  - Coordinate donor recognition & acknowledgement activities
  - Manage end of year tax letter mailing
  - Assist with annual Membership drive
- Communications
  - Post to messages to social media including drafting some posts and getting content from other staff
  - Lead on collecting, drafting and/or editing website and social media content
  - Create and/or collect text and information and input into email template to review and send

### **Skills and Experience**

The ideal candidate will have a strong record of creative communications and independent follow through on multiple projects., as well as an interest in supporting an advocacy organization deeply embedded in community.

#### **Required Skills and Experience:**

- A minimum of 2-3 years of demonstrated proficiency working in a business environment and engaging in general administrative work or any combination of education, experience and measurable performance which demonstrates ability to perform the duties of this position.
- Dependability, diplomacy, strong organization skills
- Skilled at setting up and maintaining systems
- Demonstrated ability to coordinate projects with great attention to detail
- Excellent written, verbal, and interpersonal communication skills

- Great relationship skills and an ability to work well with a team
- Commitment to mission, vision, and values of the Coalition.
- Understanding of how structural racism and other systems of oppression contribute to homelessness and related issues of poverty, mental illness, substance abuse, sexual assault, and domestic violence.
- Ability to communicate and work effectively with individuals from diverse economic circumstances, cultural and ethnic backgrounds, physical and mental abilities, gender identities, and sexual orientation.

Desired Skills and Experience:

- Experience working with a Constituent Relations Management (CRM) and mass email systems (Salesforce and Salsa preferred)
- Experience working in QuickBooks
- Demonstrated experience writing for different audiences
- Valid WA Drivers' License, proof of insurance, and occasional access to a personal vehicle.

**Working Conditions**

Work takes place in a small office with a dynamic shared-workspace environment. Due to the current COVID-19 pandemic the office has adopted a hybrid model of in-person and remote work. We take our responsibility to protect staff and community health by limiting the spread of disease seriously: Workplace protocols are guided by the best current information and guidance provided by local, state, and federal public health agencies. All staff are fully vaccinated against COVID-19. Offer of employment is conditional on candidate submitting proof of current vaccination for COVID-19. This position is primarily in-person due to the nature of work of answering phones, distributing mail, and supporting program staff and volunteers. Separate office work areas ensure as much physical distancing as possible. Masks must be worn in the office in shared spaces.

Work performance includes long periods of sitting, working on a computer. Ability to lift and carry up to 40 lbs. on an occasional basis. Some evening and weekend hours are required.

The Coalition offices are located on the third floor of an older building without elevator access. Stairs are steep.

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**Compensation and Benefits**

**Employment type:** Full time (40 hours), non-exempt

**Starting Compensation:** \$23-27 per hour depending on experience

**Benefits:** Generous benefits package including 100% employer paid medical, vision, & dental insurance for employee, Orca card, and Employee Assistance Program. SEP IRA retirement account contribution. Flexible Paid Time Off (20 days plus holidays.) Flexible scheduling by approval of supervisor.

**To apply:** Send resume and cover letter to [hr@homelessinfo.org](mailto:hr@homelessinfo.org) with “Office Manager” in the subject line. **Attachments in .pdf format preferred.**

- Current resume highlighting relevant experience and skills
- A cover letter describing why you are applying for this position and how your previous experience qualifies you for this role. Please include your preferred start date if hired.

Resumes will be reviewed as they are received, with preference given to applications received by 11:59 pm Pacific time **December 8, 2021**; we will accept applications until the position is filled. Interviews will be conducted on a rolling basis. Please note that we will only review resumes and evaluate candidates whose cover letters are responsive to the position qualifications.

### **Equal Opportunity and Commitment to Diversity and Inclusion**

The Coalition on Homelessness believes that a diverse workforce and an inclusive workplace culture enhance our ability to fulfill our mission. As an organization working to ensure safety, housing, and justice for people who are often marginalized by society, we seek to bring our values into the workplace through creating an inclusive work culture where our policies and procedures, including recruitment and hiring, reflect our commitment to social justice, and where all our staff feel valued.

We are committed to providing a culture of mutual respect where equal employment and promotional opportunities are available to all applicants and staff without regard to race, color, creed, religion, sex, sexual orientation, gender identity, age, national origin, citizenship, veteran or marital status, sensory, physical or mental disability, housing status or history, and any other characteristic protected by applicable law. We prohibit discrimination and harassment of any kind.