

Office Manager- Lemay Housing Partnership, Inc.

Office Manager

This position oversees the organization's office operations and manages financial activities. Specific duties are to:

- Provide administrative support to the Executive Director and staff.
- Answer questions and provide information in person and on telephone pertaining to particular programs, regulations and requirements of LHP program.
- Perform basic office or clerical duties on a routine and repetitive nature such as filing, looking up information in a computer, copying, answering telephones, and compiling records in accordance with defined procedures or instructions
- Screen calls and relay telephone messages
- Assemble and prepare information for meetings, mass mailings, training sessions or in preparation for scanning or to be filed.
- Enter all information into QuickBooks and prepares checks to handle accounts payable with the authorization of the Executive Director.
- Prepare all financial reports (for finance committee, board, etc.)
- Maintain payroll and benefits records.
- Prepare deposits, log checks and prepare monthly reports.
- Coordinate and attend all Board Meetings and committee meetings. Additionally prepare minutes and distribute minutes as required.
- Assist in the preparation of all funding/financing applications.
- Develop and implement procedures and policies related to office administrative functions
- Evaluate office production, revise procedures or devise new forms to improve efficiency of workflow and coordinate activities as required.
- Receive, open, stamp, log and distribute LHP mail
- Inventory and maintain sufficient office supplies for operations.
- Maintain all office files (correspondence, reports, etc.)
- Maintain insurance records, directors and officers insurance and general liability insurance; manages relationship with insurance carriers.
- Assist with intake and program file management
- Prepare all reimbursement request in coordination with program staff
- Assists with organizing post-purchase workshops and other group counseling vehicles.
- Assists with the development and implementation of a comprehensive marketing and outreach plan for recruiting customers and partners for the program.
- Assist the with establishing homebuyer workshops and other group counseling vehicles
- Assist the Executive Director and LHP staff with developing and implementing proper procedures and internal controls necessary to maintain the security of all systems and confidentiality of all records.

- Perform initial assessment and screening for all home repair program applicants and confirm income eligibility per various program grant agreements.
- Assists other staff with assigned special projects and other tasks deemed necessary to achieve the overall goals and operate a successful homeownership program.
- Participates in the establishment of annual goals and outcomes for the programs.
- Meets or exceeds annual performance goals.
- Perform all other duties deemed necessary by the Executive Director.

Personal Qualities:

- Highly motivated self-starter with strong project management, negotiation, facilitation and change-management skills.
- Ability to interact and articulate effectively and confidently with individuals at all social and economic levels that access services, other members of the community and business partners.
- Ability to work independently as a productive team member.
- Ability to be flexible, adaptive and positive in a constantly changing environment.
- Detail oriented with the willingness to learn new skills and techniques to promote efficiency and successful customer outcomes.
- Ability to break obstacles down into manageable steps.
- Dedicated individual who can engage customers and help families accomplish their goals.
- Analytic and negotiation skills to assess the borrower's situation and develop solutions leading to favorable outcomes.

Experience and Qualification Requirements:

- More than two years of experience in office management or clerical support
- High school diploma; college course work/degree preferred, two-three plus years of progressively more responsible related work experience or other equivalent combination of education and experience.
- Business knowledge and background dealing with businesses and the public; community contact requires the ability to make timely and appropriate resource referral decisions.
- Excellent interpersonal skills.
- Ability to work effectively in both individual and group settings.
- Demonstrated presentation skills with the ability to adjust style and pace to audience needs.
- Knowledge of Windows Operating System and Microsoft Office as well as familiarity with pipeline tracking systems.
- Willingness to work occasional evenings and maintain a flexible work schedule.
- Perform light physical work; perform such activities as fingering, grasping, lifting, reaching, crouching and repetitive tasks.
- Must have a reliable vehicle with adequate insurance and a current driver license.

Reporting Requirements:

- Information required for quarterly grant reports.
- Monthly/quarterly/annual reports or billings as required by management and various partners
- Monthly reports on annual program goals
- Other reports as necessary

Supervises: None **Supervisor:** Executive Director

Salary and Benefits:

- Full-time hourly position requiring flexibility to include limited evening and weekend hours.
- Benefits for full-time position as determined in current LHP Employee Handbook.

Ability to communicate effectively with managers, co-workers, business persons, and the public, both orally and in writing, and maintain effective working relationships is required. Candidates must present a professional manner and appearance appropriate to serving as an ambassador for LHP with organizational boards and the community. It is expected that the candidate will recognize and respect diversity and work effectively with peoples of other cultures, religions and ethnic backgrounds.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Please submit resume with 3 references to:

Reginald Scott
Executive Director
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Or
Via e-mail to: Reginald@lemayhousing.org