

Columbia Office Manager & Administrative Assistant Job Description

- Title:** Office Manager & Administrative Assistant (Refugee Services)
- Reports to:** Director of Refugee Services
- FSLA Status:** Non-Exempt
- Job Status:** Full Time
- Supervises:** Assigned interns and volunteers
- Summary:** The Office Manager & Administrative Assistant oversees Columbia office operations and provides support to the director of refugee services with a variety of administrative tasks. The Office Manager & Administrative Assistant is a key liaison among staff members, the director of refugee services, and the director of support services. The Office Manager & Administrative Assistant will need to demonstrate the ability to multitask, handle confidential information with discretion, and utilize significant amounts of independent judgment.
- Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency.

Essential Duties and Responsibilities

Office Management (50%)

- Greet clients, volunteers, community partners, and other visitors and maintain visitor log.
- Answer main office phone, review voicemails, and transfer calls and send messages to appropriate staff.
- Schedule client appointments as directed for specific staff members.
- Maintain front desk calendar for the refugee services program.
- Work with director of support services to serve as the key point of contact for Columbia office vendors, such as maintenance, mailing, supplies, equipment repair.
- Monitor Columbia office machines and systems, and problem-solve issues as needed (including copiers, conference room scheduling, front desk calendar, etc.), in conjunction with director of support services
- Monitor and maintain inventory of necessary office supplies; order supplies as needed to keep basic supplies stocked, and to fulfill special requests from staff, in coordination with director of support services
- Design, communicate and oversee implementation of Columbia office operations, policies and procedures, in consultation with director of support services

- In partnership with agency leadership, continually look for ways to evolve and improve operational efficiency of systems and processes impacting staff and Columbia office operations.
- Maintain and update Columbia office phone list, email distribution lists, and other similar systems, in coordination with director of support services
- Maintain responsibility for general Columbia office upkeep and “look and feel.” This includes keeping kitchen and supply areas stocked, clean and functional.
- Other duties as assigned.

Administrative Assistant (50%)

- Assist director of refugee services with various administrative tasks.
- Assist director of refugee services with program monitoring and reporting.
- Assist director of refugee services with donor and community relations.
- Proactively consider needs related to calendar, grant deadlines, outreach events, and programmatic needs.
- Write individualized correspondence and other documents as requested by the director of refugee services.
- Support director of refugee services as needed in preparing for speaking engagements or other meetings such as preparing agendas and briefs, conducting research, preparing briefs, and other similar tasks.
- Receive and triage incoming written communications to appropriate staff and facilitate response or action to be carried through by director of refugee services as needed.
- Manage programmatic communication, scheduling, minute taking, and logistics for refugee services programs and staff meetings.
- Track director of refugee services’ expenses and submit invoices, receipts, and other documentation to the agency finance team.
- Other duties as assigned.

Supervisory Responsibilities

Assigned interns and volunteers

Qualifications

- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to the mission.
- Demonstrated excellent interpersonal and cross-cultural communication skills and ability to thrive in a multicultural setting.
- Demonstrated ability to establish and maintain professional boundaries with staff and clients.
- Demonstrated ability to use strengths-based, person-centered, and trauma-informed approaches in work with clients, coworkers, community partners, and community members.
- Demonstrated ability to develop, implement, and oversee the implementation of policies and procedures.
- Possess compassion, flexibility, and adaptability.
- Demonstrated excellent team building skills.



- Demonstrated capacity to work independently and monitor assigned tasks.
- Capacity to follow rigorous documentation demands.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Education and/or Experience

High school diploma required. Bachelor's degree in a health or human services field preferred. Three or more years of experience in program administration preferred.

Computer Skills

Demonstrates proficient computer skills and familiarity with commonly used programs. Ability to learn and effectively use various data collection and database management systems to record data as required. Demonstrates familiarity and proficiency with Internet tools and techniques for searching, extracting, and processing information.

Workplace Ethics

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

Communication Skills

Exhibits good interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits good team building abilities. Expresses ideas and thoughts clearly. Exhibits good listening and comprehension skills; seeks clarification when needed and selects and uses appropriate communication methods. Ability to communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write required documentation requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Mathematical Skills



Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations

Other Qualifications

Ability to successfully pass a child abuse registry check and criminal background check and requires completion of the Protecting God's Children VIRTUS training session.

Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local travel required.

The work of Catholic Charities serves as an expression of the ministry of evangelization of the Roman Catholic Church by serving the poor and most vulnerable in our society. Although staff are not to proselytize, they are, however, expected to be guided in every way by the teachings of the Catholic faith in their daily work. These include church teachings on abortion, sterilization, abstinence, and the sanctity of the family as well as fidelity to the Catholic ethical religious directive of the United States Conference of Catholic Bishops. In addition, all staff are invited to attend periodic Catholic Masses. As employees of Catholic Charities, it is further expected that staff will adhere to the Diocesan code of conduct. Employees are expected to not only perform duties consistent with the Doctrines of the Catholic faith, but outside of the workplace they are expected to refrain from publishing any communication in any form, electronic or otherwise, that affiliates them with Catholic Charities in a manner that is inconsistent with the doctrine of the Roman Catholic faith.

Physical Demands

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.

Must be able to lift 50 lbs. and be on feet for one hour at a time.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract.



Employee Signature _____

Printed Name _____

Date _____