

JOB TITLE: Executive Office Manager
REPORTS TO: Executive Director
DEPT: Administrative

STATUS: REG/FT/E
SCHEDULE: 8-5:00 M-F normally
REVISED: 4/10/19

The Winston-Salem Rescue Mission (WSRM) is a Christian, non-denominational service ministry, meeting the physical, emotional, and spiritual needs of hurting people in the Triad area so that we might proclaim the gospel of Jesus Christ and bring glory to God. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

SUMMARY OF POSITION:

Provides a vital service as part of the team in using their experience and multiple skills to provide essential support to the Executive team, enabling the Mission to move forward effectively in ministry. They will provide high-level administrative support primarily to the Executive Director, and secondarily to the Department Directors. Requires a high level of initiative and independent work ability, professionalism, and organization. Assure discreet handling of all business and always maintains confidentiality.

DUTIES AND RESPONSIBILITIES:

Administrative Support to the Executive Director

- Coordinate visitors, phone calls, correspondence and scheduling for the Executive Director
- Keep the Executive Director apprised of important issues
- Fulfill information requests for the Executive Director as requested
- Coordinate department communications for the Executive Director as requested
- Schedule phone and visit appointments for Executive Director as requested
- Schedule and complete research projects as requested
- Assist with special projects as requested
- Coordinate set up needs and materials for special meetings
- Keep confidential files as requested
- Other duties as assigned

Administrative Support to Department Directors

- Assist Leadership Team (individually or group) with preparations and support for presentations, meetings, special projects, etc. as requested, including, but not limited to:
 - Organize and maintain donated hygiene/clothing supplies for residents (Programs)
 - Taking cash deposit to bank daily (Finance)
 - Safety Committee administration (Operations)
 - Process prospective employee applications and correspondence (Human Resources)
 - Internal fundraising projects support (Development)
- Assist with special events as requested
- Assist with department backup coverage needs as trained and requested
- Other duties and projects as assigned by Executive Director

Other General Support

- Order and maintain general materials and office supplies
- Maintain building spare key inventory, issuing and receiving returned keys as needed
- Coordinate office equipment services and support (i.e. copier, postage meter)
- Maintain Mission calendars and room use schedule
- Maintain administration procedures manual to ensure consistent performance of routines.

- Maintain WSRM organizational chart and staff directory.
- Gather information and/or statistics as requested
- Provide draft correspondence as requested
- Provide proofreading support as requested
- Other duties and projects as assigned by Executive Director

EDUCATION/EXPERIENCE:

- 3+ years previous administrative support experience required with increasing levels of responsibility
- Degree in business administration, administrative support or a related field preferred
- Human Resource experience preferred
- Salesforce database experience preferred
- Valid Notary Public commission or eligible to obtain notary commission preferred

SKILLS & QUALIFICATIONS:

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided
- Have a compassionate heart towards homeless, addicted, mentally ill and poor
- Experienced in handling a wide range of administrative and executive support related tasks and projects, able to work independently
- Exceedingly well organized, flexible with a high level of professionalism; confidentiality is crucial
- Able to interact with staff (at all levels) in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient
- Requires attention to detail, accuracy, and ability to multi-task while meeting deadlines
- Good boundaries and gate-keeping; high level of attention to detail
- Strong writing and proofreading skills; able to compose professional correspondence utilizing excellent grammar, spelling, and punctuation
- Outstanding interpersonal skills: able and willing to provide information and assistance and make people feel taken care of and welcome
- Customer service oriented, able to deal tactfully and appropriately with people
- Excellent organization skills and project coordination abilities
- Creative in solving problems or finding solutions
- Able to understand and willing to follow verbal and written instructions
- Computer literate with sound proficiency in Internet usage, email, Microsoft Office (Word, Excel), Adobe Suite, Sales Force and other software programs/tools.

WORKING CONDITIONS/PHYSICAL FACTORS:

The work is typically performed in an office environment while sitting, standing, or stooping. The employee occasionally lifts light and heavy objects, weighing up to 25 pounds, and uses equipment requiring a high degree of dexterity.

EQUIPMENT/TOOLS USED:

- Computer (Microsoft Office (Word, Excel), Adobe Suite, Sales Force, etc.)
- Laminator
- Copier/Scanner/Printer

Employee Signature

Date