



POSITION TITLE: Office Manager
SUPERVISOR: Executive Director
SCHEDULE: Full-Time

JOB SUMMARY: The office manager oversees administrative tasks, coordinates office activities, and ensures the efficient operation of the organization.

This ongoing position requires a commitment of forty (40) hours per week. Normal office hours are between 8 AM and 5 PM, Monday through Friday.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Office Management

- Answer main telephone lines, screen, and transfer calls appropriately.
- Receive deliveries to Ray of Hope and manage incoming and outgoing mail.
- Perform basic bookkeeping tasks, including mailing checks, making deposits, and entering information into a database.
- Purchase office supplies and keep the storage closet stocked and organized.
- Prepare for Board of Directors meetings by printing agendas, minutes, and other documents.
- Maintain organizational files and documents.
- Serve as the first point of contact for the organization.
- Manage donor database.
- Manage repair and maintenance of office equipment, including computers, phones, and printers.
- Perform general program support.
- Assist with scheduling of tours and volunteers.
- Assist with coordination of event logistics.
- Assist with donor communications, including appeal and thank you letters.
- Coordinate bulk mailings.
- Maintain organizational archives.
- Additional tasks as assigned by the Executive Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Client Support

- Responsible for creating an inclusive environment and behaving in a way that ensures that clients and employees feel:
 - embraced, no matter what their cultural orientations are,
 - respected and valued,
 - engaged and connected to the community, and
 - safe from abuse and harassment.
- Adherence to all federal and state regulations regarding client services, specifically avoiding inappropriate conduct and strictly maintaining client confidentiality.
- Maintain a high level of professional and ethical conduct towards clients, staff and the community.
- Maintain and promote a philosophy of customer service consistent with the goals of Ray of Hope. Be sensitive to client service issues and flexible enough to respond to the needs of individual clients.
- Ensure cleanliness of play areas. Keep all public areas tidy.
- Make sure each client present is authorized to be at Ray of Hope. The use of our cameras is required.
- Orient clients to Ray of Hope and notify the appropriate staff of client arrivals. Ensure that children are supervised at all times.

- Interact with children and families in the main waiting areas before and after the appointment. Be a shining example of customer service.
- Assist with reminder calls to all clients before appointments at Ray of Hope.
- Ensure that client resources are fully stocked and available as needed.
- Ensure that snacks and drinks are consistently stocked for clients and team members.
- Ability to work individually and in a team setting.
- Perform other related duties as assigned.

QUALIFICATIONS AND SKILLS

- Must pass a criminal background check; hold a valid driver's license; be insurable and able to drive for occasional work-related trips.
- Must be emotionally prepared, on a daily basis, to interact with alleged child abuse victims, domestic violence survivors, and their families in a professional manner.
- Must be able to engage and interact with individuals from different races, cultures, sexual orientations, and abilities.
- Must be proficient with Microsoft Windows Operating Systems, Word, Excel, Access, PowerPoint, Outlook, and Adobe.
- Maintain working knowledge of NCA Accreditation Standards, Ray of Hope Protocols, Oklahoma Attorney General Certification, and applicable laws as needed.

ADDITIONAL INFORMATION

- The schedule is based on the needs of the client; flexibility is required.
- Some evenings and weekends are required.
- Pre-employment background investigation required.
- Pre-employment drug testing may be requested.
- This position is grant-funded.

To apply, please send a cover letter and resume. Applicants may be invited to a phone or in-person interview, but an interview is not guaranteed. The successful applicant should expect a three-month probationary period and a six-month performance appraisal.

Interested applicants should send a resume and cover letter to:

Rhonda Hudson
Executive Director
Ray of Hope Advocacy Center, Inc.
P.O. Box 4037
Bartlesville, Oklahoma 74006
rhonda@rayofhopeac.org

The cover letter should explain why the applicant is interested in the job. It should also include a description of all experience relevant to each requirement of the position and an explanation of why the experience makes the applicant qualified for the requirements of the job. The resume should include all relevant education and experience (both professional and volunteer) and at least three professional references relating to professional activity within the last five years. Letters of recommendation are not required but if submitted, should not exceed three.

Ray of Hope Advocacy Center, Inc. provides equal employment opportunities for all applicants for employment and does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal

appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, place of residence or business, military service, and/or any other basis protected by federal or Virginia law. This policy extends to all aspects of employment opportunity including, but not limited to, hiring, compensation, benefits, promotion, transfer, layoff, termination, retirement, placement, training, and all privileges, terms, and conditions of employment.