

# **AGAPE PREGNANCY RESOURCE CENTER**

## **Job Description**

**JOB TITLE:** Office Manager

**REPORTS TO:** Executive Director

### **ORGANIZATIONAL MISSION**

#### *What we do*

Agape Pregnancy Resource Center demonstrates the Truth and unconditional love of Jesus in a safe and confidential environment to women, men, and families experiencing pregnancy or the effects of sexual relationships.

Learn more at <https://agapedsm.com/>.

### **ENVIRONMENT & CULTURE**

#### *Who we are*

As a team, we fully support each other so that together we can accomplish more. We enjoy wit, humor, and comradery, so working together is filled with laughter. However, we are serious about working hard with everyone putting forth their best effort and paying attention to details. We are passionate about helping others and have a heart for reaching out to those in need. Above all, we seek to live out the Gospel of Jesus Christ through the way we work and interact. Agape places great emphasis on teamwork and supporting each of your coworkers. We require people to be a good fit with our philosophy of how we work as a team. We need people who are hard-working, consistent, and take initiative. Listening skills and critical thinking are paramount. Open-mindedness and being comfortable in giving and receiving feedback is essential. Being flexible with change and able to work in a sometimes-chaotic environment is necessary. Since Agape is faith-based, all team members must ascribe to the Agape Pregnancy Center Statement of Faith, be committed to the sanctity of human life, and be capable of maintaining a neutral stance on the question of adoption vs. parenting. Team members must be committed followers of Christ and be willing to share their testimonies with gentleness and respect as in 1 Peter 3:15.

### **POSITION**

#### *Purpose and Scope*

The Office Manager takes charge of front-office operations (public-facing) to ensure they run smoothly, as well as ensuring internal operations (back-office responsibilities) are handled efficiently in a timely manner. The ideal person for this position is highly-motivated with strong bookkeeping background, organizational, and interpersonal skills who enjoys the behind-the-scenes work. This position is challenging and requires diverse skills and strong multi-tasking

abilities. The Office Manager has significant responsibilities and plays a critical role in problem-solving and supporting all of the staff in numerous ways. We are looking for an enthusiastic, committed leader who is excited to join a hard-working team.

The Office Manager also plays a critical role in organizational growth by leading key events and projects with direction from the Executive Director. This position is ideal for a people-person who enjoys building and maintaining relationships. The Office Manager will have significant responsibility and tremendous opportunity to make an impact within Agape and on the lives of the young women we serve.

The Office Manager reports to the Executive Director. The Office Manager oversees the engaging and organizing of volunteers, finance and database management, as well as supports our marketing contractor who cares for Agape's website, social media, and advertising to potential clients and supportive constituents.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

With minimal supervision, provide support and troubleshooting as needed to the Executive Director, helping him/her be successful in project management, communicating, and prioritizing tasks; provide occasional support to other staff in performing their duties.

- General Responsibilities:
  - Oversee information requests and communications related to operations of the ministry (accountability reporting and information for churches and agencies, requests for ministry overview appointments, updating current Agape information held by others).
  - Facilitate aspects of facilities management to support the ministry, including security, building repair and maintenance, equipment maintenance, supply inventory including printed materials, and general errands and support.
  - Accountable for client information, finances, and statistics.
  - Miscellaneous administrative tasks such as file maintenance, monitoring mail, assisting with correspondence and mailings, maintaining a quality ministry display, managing ministry speaking opportunities, problem solving, referring to and connecting with other staff members as required, and attend staff meetings.
  - Provide historical reference by defining and carrying through procedures for retention, protection, retrieval, transfer, and disposal of records.
  - Assist in new-employee orientation/ human resource functions.
  - Collaborate with Executive Director and staff to further Agape's mission, vision, and values.

- Collaborate with the Executive Director and other team members to develop and implement short- and long-term fundraising mailings, donor touches, and effective communication.
- Event Management:
  - The Office Manager works with the Executive Director on a general strategy and timeline for each event and then oversees a diverse team of board members, donors, volunteers, staff members, and vendors to complete all event-related tasks. Key events include: Fundraising banquet (annually, September); various smaller events (meetings, luncheons, Legacy Giving, PEP, Giving club, and Educational Forum).
- Bookkeeping:
  - Maintain the database of donors and supporters.
  - Oversee Accounts Payable and Receivable with timely and accurate invoicing and bill payments and produce financial reports and analyses as required, year-end reporting, and corresponding with donors regarding donations, pledges and collections, and general banking.
  - Ongoing receipting and letters to all donors and supporters of Agape on a ongoing basis.
  - Assist Executive Director with budget development and strategic financial planning; pursue and implement improved methods of resource stewardship and streamlining work.
  - Eventual oversight/management of payroll or payroll provider.
- Volunteers:
  - Coordinate service projects and schedule ministry needs with people and organizations that desire to meet those needs.
- Marketing Support
  - Suggest changes/updates for maintaining, updating, and enhancing the website, brochures, and other marketing materials.
  - Collect and submit images and information associated with Agape's "organizational life" to be used for communicating to various Agape audiences through newsletters, social media), etc.
  - Manage timelines, conduct interviews, draft articles, oversee editing, etc. for e-newsletter. Coordinate designs needed for communications, projects, and special events.
  - Collaborate and assist with reports that will help develop, coordinate, and measure/evaluate advertising (primarily focused on resident recruitment).

## **JOB QUALIFICATIONS**

### *Required*

- Bookkeeping experience
- Exceptional writing and excellent oral communication and presentation skills
- Highly organized, thorough, and detail-oriented
- Must be proficient in programs such as Word, Excel, and experienced with or able to learn QuickBooks and donor database software
- A minimum of two years' experience working in an office setting and/or with duties listed above
- Associate's degree, financial, or accounting background and/or equivalent experience managing an office or providing operational assistance in business or non-profit setting
- A professional demeanor and the highest level of discretion is essential in the management of confidential information
- Motivated self-starter with strong problem-solving, analytical & decision-making skills who can manage projects with minimal guidance
- Must be able to successfully multi-task, learn new processes quickly, and collaborate with others giving priority in following-through and producing overall quality work
- Provide contact information for three references including pastoral or ministry-based reference

### *Strongly Preferred*

- Event management experience
- Database management experience
- Desktop publishing or design experience
- Professional and/or personal experience at a non-profit

## **ADDITIONAL INFORMATION**

**Starting date:** Effective on (DATE)

**Starting wages:** Compensation is negotiable based on experience

**Job hours:** This position requires 24-32 hours/per week. Your work will generally take place during daytime hours on Monday through Thursday; however, occasional evening or weekend hours may be necessary for special events.

**Confidentiality:** This position includes access to sensitive and personal information thus requiring a confidentiality agreement to be signed and honored.