



Office Manager

David's Refuge, Inc., a 501(c) (3) not-for-profit corporation based in Dewitt NY is seeking a highly motivated Administrative professional who will be responsible for overseeing the daily administrative operations of our office and various departments including Program Services and Development.

Position Description:

Our Office Manager is a take-charge, organized professional who supports a dynamic team of employees. The Office Manager is an individual with excellent organizational, computer, customer service and interpersonal skills who will oversee the client and donor database for David's Refuge. This will include gift processing and acknowledgment, and all management of office administrative functions. Strong computer and interpersonal skills a must and database experience preferred. This position is full time (35 hr/wk) and will be offered our flexible hybrid work culture once trained. The successful candidate will be an integral part of our collaborative team, focused on our mission to provide respite, resources and support to parents or guardians of children with special needs.

Main Job Responsibilities include:

- Work alongside all team members to provide administrative support for our Development initiatives and Client relationships.
- Manage donor database and donation processing, including data entry, gift acknowledgement, and reconciliation with accounting.
- Correspond with clients we serve with compassion.
- Maintain accurate donor records including contact information, notes related to solicitors' relationships and interactions with donors.
- Maintain sign-in, passwords, and updated information for online giving programs.
- Coordinate and manage gift in-kind program.
- Support social media and marketing for fundraising initiatives.
- Maintain and process mailing lists.
- Process mail, correspondence, reports, memos and contracts.
- Assist with grant management, preparation and reporting
- Maintain relationships with volunteers, community leaders, donors and clients we serve.
- Ensure that administrative services are maintained in accordance with the mission and goals.
- Ensure a warm and welcoming environment to visitors.
- Adhere to all David's Refuge policies, procedures and safety protocols.
- Assist with program service deliverables including support with Weekend Respite Program and Community Events.
- Coordinate, orient, train and track key volunteers for weekly projects and events as needed.

Necessary Skills:

- Detail Minded: Demonstrate accuracy and thoroughness; monitor own work to ensure quality and organization. Strong attention to detail needed for proofing and approving documents for the team
- Communication Skills/Written and Verbal: clearly and persuasively communicate, listen and seek clarifications; participate in meetings, write clearly and informatively.
- Demonstrate ability to work independently and part of a team; exhibit sound and accurate judgment, including prioritization, time management and staff support skills.
- Computer Skills: Advanced level proficiency with Microsoft Office, Gmail, Mailchimp and Salesforce (a plus); ability to learn and adapt to new technologies.
- Customer Service and Research: Prioritize internal and external interactions and respond appropriately. Ability to research and identify new best practices.
- Professionalism: Work well in a small office environment. Ability to work well alone; treat others with respect and consideration; accept feedback and responsibility for own actions.
- Flexibility: Able to multi task in a changing work environment. Willing to change approach to best fit situation; flexibility with time when needed at events.

Expectations of Role:

- To be the first-responder to incoming calls, texts, mail and email with a tone of respect, compassion, and excellence to represent David's Refuge.
- To acknowledge and resolve or share external inquiries or information to appropriate staff as a priority within 24 work-hours of receipt, e.g., phone calls, mail, texts, emails, or in-person communications.
- To complete routine processes and special projects accurately, independently, and on-time relative to the schedules and dependencies of other processes, colleagues, and persons we serve.
- To create and manage systems for routine processes, issues and reporting. Intermediary technical expertise for special systems issues or projects.
- To approach and share information, issues and questions without blame but with a curiosity that can raise David's Refuge excellence through compassion, collaboration and innovation.
- To strengthen the community by creating authentic, empowering relationships.

Other Desired Skills/Qualifications:

- Associates Degree or equivalent required
- Prior administrative experience; business information tracking
- Grant Writing
- Salesforce/CRM/Database
- Knowledge or experience with special needs community

David's Refuge, Inc. is an Equal Opportunity Employer. **Interested candidates should submit a resume and cover letter to: Kate Houck: E-mail: katehouck@david refuge.org NO PHONE CALLS PLEASE**