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<b>Job title</b>	<b><i>Office Manager</i></b>
<b>Reports to</b>	<i>Executive Director</i>

## Job Structure and Purpose

Since 1984, Interlink has served thousands of senior citizens and persons with disabilities residing in Nez Perce County, Idaho and Asotin County, Washington. Clients contact Interlink seeking assistance with a variety of services that Interlink is able to provide – especially transportation to medical appointments. Interlink provides these services by recruiting and matching volunteers to the requests received.

The Interlink **Office Manager** is a new near-full-time position (32-40 hours/week) which will manage all “front office” duties in Interlink’s office as well as a variety of clerical and bookkeeping tasks. The Office Manager will support the work of the Client Programs Specialists as well as the Executive Director. The Office Manager will receive training (as needed) and will be expected to substitute for a Client Programs Specialist if needed.

## Duties and Responsibilities

- Responsible for opening and closing the Interlink office each day.
- Greets visitors and volunteers in a friendly and professional manner, as they enter the office or on the phone.
- Receives incoming phone calls, transferring calls, and taking messages as necessary for the Executive Director and other staff members.
- Manages incoming and outgoing office and fundraising mail as directed.
- Responsible for processing gift donations as received.
- Assists with Quickbooks financial entries and generation of Quickbooks reports.
- Assists with maintaining the database of client and volunteer contact information.
- Assists the Client Programs Specialists with their duties.
- Assists with special projects for the organization as requested, including volunteer recruitment and training, fundraising, grant writing, client surveys, data collection and report composition.
- Other duties as assigned by the Executive Director.

## Qualifications

### Minimum Qualifications include:

- High School diploma or GED.
- Proficient grammar, spelling, typing, computer and software navigation skills.
- Proficiency with Microsoft Office Products.
- Excellent communication skills, both written and oral. Ability to communicate clearly over the telephone.
- Must possess a valid driver’s license as well as a licensed and reliable personal automobile.
- Proven past job reliability and performance.
- Proficiency with multi-tasking and working productively and collegially as a member of a team.
- Problem solving skills.
- Friendly personality.
- Desire to work with and assist senior citizens and persons with disabilities with patience and empathy.

**Desired Qualifications:**

- Prior experience working with the elderly and/or persons with disabilities.
- Prior experience working for a nonprofit organization or transit operation.
- Prior experience working with coordinating volunteers.
- Prior experience with fundraising, grant writing, and/or grants management.
- Prior clerical work experience.
- Proficiency with Quickbooks software and accounting strategies.
- A passion for accuracy and the avoidance of mistakes.

**Working Conditions & Physical Requirements**

This position will be a 5-day a week position (M-F), 32-40 hours per week, with the arrival and departure time negotiable. The majority of work time will be spent using computer and telephone equipment. Candidates must be able to multitask successfully and work productively in a busy office with regular interruptions. Candidates must be able to professionally interact with other employees, volunteers and clients in a collegial and friendly manner.

Candidates must be able to drive, possess a reliable car and a current drivers license, as occasional home visits to clients and other tasks may be necessary. Must be able to lift up to 30 pounds on occasion. Weekend work may be needed on infrequent occasions.

**Wages & Leave Time**

This position will pay the Washington Minimum Wage of \$13.69/hour for an introductory period of 90 days. After successful completion of the introductory period, the wage will increase to \$14/hour. Sick leave is accrued in accordance with WA State law. This position accrues paid vacation time equivalent to 8-10 paid vacation days each year depending on work schedule. Six paid federal holidays are provided. The position provides no insurance or retirement benefits at this time.

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