



Administrative Office Manager

POSITION SUMMARY, Office Manager

Supervisor: Executive Director

Bland Ministry Center is a nonprofit serving Southwest Virginia with a mission to meet physical and spiritual needs. We serve low-income individuals and families through a food pantry, clothes closet, dental clinics, and home repair.

POSITION SUMMARY The Office Manager will be responsible for overseeing the administrative operation of the ministry center to offer clients, volunteers, and staff an excellent experience with the organization. This position requires exercising discretion and independent judgment and overseeing significant projects. Duties include managing the everyday functions of the office and supporting staff or volunteers with program management, development, and community relations.

ESSENTIAL JOB FUNCTIONS

- Provide ongoing bookkeeping and administrative support to the office.
- Use and understand Microsoft Office Suite, Google Suite, Quickbooks, and other business-specific software.
- Provide assistance with donor management record keeping and fundraising including events. Ensure donors receive timely communication regarding gifts or organizational updates.
- Monitor, manage and maintain office equipment and supplies; request repair or restocking when necessary.
- Help track data and produce reports as required.
- Manage Benevolence Program, including intake calls and pledges for emergency financial assistance.



- Answer incoming internal and external calls and provide exceptional customer service by using critical thinking, problem solving and/or forwarding the call to the appropriate department.
- Provide coordination of human resource paperwork for the organization including new employee office set-ups, background checks and on-boarding.
- Participate in program or development events.
- Work closely with programs, offering support and communicating with Executive Director regarding issues or concerns.
- Handle matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

EDUCATION AND EXPERIENCE

High school diploma required. At least two years of administrative experience preferred. Knowledge of Quickbooks and CRM softwares preferred.

COMPENSATION AND BENEFITS

This is a salaried position starting at \$30,000 per year, based on experience. Benefits include paid time off and health insurance.

WORK ENVIRONMENT

Primary duties will be carried out within an office, but will also include some work on ministry center campus and within the community.

HOURS OF WORK

Full-time position, 40 hours per week, Monday-Friday. Flexible and variable schedules.

OVERTIME EXPECTATIONS

Some overtime hours, including nights or weekends, with occasional overnight travel.

Bland Ministry Center is committed to creating a culture of mutual respect and compassion between staff and amongst clients. We strive to create conditions that provide everyone with an equal opportunity to thrive. We will not discriminate for any reason.