

REACH, INC.

REACH OF DENTON RESOURCE CENTER ON INDEPENDENT LIVING
JOB DESCRIPTION

OFFICE MANAGER

POSITION SUMMARY

To provide telephone and clerical support for the center as well as staff.

ESSENTIAL JOB FUNCTIONS

A. Clerical Duties

1. Open and distribute incoming mail and post outgoing mail
2. Maintain appropriate office files
3. Copy and collate materials
4. Type letters, address labels, etc.
5. Maintain inventory list of office machines and equipment and coordinate repairs/replacement of same as needed
6. Fax or scan and email documents as needed or requested
7. Handle word processing and desktop publishing tasks as needed or requested
8. Maintain office supplies and coordinate purchasing of same
9. Set-up and maintain both paper file copies and the computerized database of active and closed consumer service records in the CIL Suite program
10. Solicit feedback from consumers on a regular basis by distributing satisfaction questionnaire
11. Assist with the set-up before and clean-up after celebrations, parties, social/recreational activities, special events, etc. hosted by the center

B. Customer Service Duties

Act as the main phone answerer, message taker, and visitor greeter for the center

C. Consumer Service Duties

1. Provide peer counseling and advocacy assistance as needed
2. Act as the main Information & Referral specialist for the center

D. Public Relations & Networking Duties

1. Assist with the center's community education efforts; i.e., represent REACH at community meetings and make presentations as needed
2. Act as editor of the quarterly REACHing Out newsletter and maintain current advertisers/solicit new advertisers

SKILLS AND MINIMUM QUALIFICATIONS

1. 2-3 years of office management and/or secretarial/clerical experience
2. Pleasant and professional telephone skills

Job Description

Office Manager/Denton

Page 2

3. Experience in working on a computer to maintain a database and handle word processing and desktop publishing tasks
4. Ability to work with minimal daily supervision
5. Ability to communicate effectively, professionally and pleasantly with a wide variety of individuals, both in person, on the telephone, and via letter and
6. Sign language and/or Spanish language skills helpful, but not required
7. Ability to complete required reports and paperwork in a timely manner
8. Knowledge of community resources for people with disabilities

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PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

1. Ability to work on a computer for extended periods of time on occasion
2. Ability to operate various office machines including a fax, typewriter, computer, TTY, postage meter, etc.
3. Ability to handle several projects at one time
4. Ability to handle work interruptions in a calm and professional manner
5. Ability to handle file folders and file material in the folders
6. Ability to maneuver around in the community to help with public relations and networking activities

IMMEDIATE SUPERVISOR

The Office Manager will report to the Denton Assistant Director and the Executive Director.