



Job Title:	Office Manager	Location:	Canon City
Program:	Heart of Colorado CASA	FLSA Status:	Non-Exempt
Reports To:	Program Director/Exec. Dir.	Hours Per Week:	20
Employee Name:		Salary Range:	*CMW to \$17.50/hr

Position Summary

The Office Manager provides direct program and administrative support for programs under CASA of Pueblo and assist in carrying out the mission of the agency.

CASA of Pueblo's Mission

CASA of Pueblo's mission is to advocate for abused and neglected children by providing a voice in the courts and in the community through trained volunteer advocates.

Essential Duties and Responsibilities

- Represent CASA of Pueblo and its programs in a professional, positive manner as first point of contact for potential volunteers and the public.
- Send out thank-you letters for contributions.
- Mail/Email out quarterly newsletters or donor appreciation mailings.
- Assist staff and volunteers with routine clerical tasks: handle routine correspondence, print labels, fax documents, answer phones, and email correspondence.
- Make arrangements for Board/Advisory Board Meetings and distribute printed materials, secure refreshments as required.
- Keep office space clean and tidy (vacuum and dust periodically, take out trash as needed and run dishwasher weekly).
- Participate in performance evaluations of this position as directed by the Executive Director.
- Maintain CASA of Pueblo's databases with up-to-date information regarding volunteers, court cases, and children in the program including requests for cases that are not served.
- File cases and photocopy information for volunteer files and case files and create advocate ID badges if needed.
- Receive monetary and in-kind donations and handle donor recognition.
- Assist in tracking volunteer hours, training, and evaluations and assist the Operations Manager with performing volunteer background checks and reference checks.
- Assist the Case Supervisors with preparation and distribution of recruitment and training materials and prepare volunteer training notebooks and volunteer case files.

- Plan for Volunteer Advocate Meetings as scheduled by the Case Supervisors and distribute printed material, track attendance, secure refreshments.
- Organize and maintain Volunteer and Case Files as well as program supplies.
- Maintain strict confidentiality regarding CASA cases and volunteer advocates.
- Work with the Program Directors to manage clothing, school supplies, holiday, and other donations for the children that CASA serves.
- Perform other duties as assigned by the Executive Director or Operations Manager.

Required Knowledge, Skills, and Abilities

Minimum Qualifications

- Must be a minimum of 21 years of age.
- Consent and pass a criminal background check and not be listed on the Colorado TRAILS Registry for Child Protection or the Colorado Bureau of Investigation/Federal Bureau of Investigation (or any other registries). FBI fingerprint background check required.
- Computer competence – Mac and Microsoft Office Software and typing abilities.
- Excellent people and telephone skills with the ability to work with diverse community members and professionals in a positive, objective manner.
- Strong multi-tasking abilities, detail oriented and ability to prioritize.
- Excellent organizational skills: ability to organize and maintain office files, supplies, computer databases, etc.
- Good writing skills, composition and grammar.
- Familiarity with operation of office machines – computers, copiers, faxes, printers, etc.
- Ability to maintain confidentiality.
- Adaptability and work schedule flexibility as part of a small staff team.
- Ability to take initiative in completing assigned projects with minimal supervision.
- Must have reliable transportation for meetings, errands, and other duties with a valid Colorado driver's license and adequate car insurance coverage.
- Must participate and complete New Volunteer Training to understand the agency.

Preferred Qualifications:

- Associate's degree in a business-related field
- Experience working with volunteers.
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect.
- Bi-lingual Speaking and Writing Skills

Education and Experience

Required:

- High School Diploma or GED Equivalent
- 2-years of job-related experience.

Physical Demands

- This position requires that the incumbent be capable of bending, sitting, stretching, and/or reaching regularly for periods of up to 2 hours without a break.
- This position requires that the incumbent can lift and carry items upwards of 20 lbs.
- This position requires a time behind a computer screen and that can be strenuous on the eyes.

Work Environment

The overall work environment relaxed and overall pleasant. This position can and will be exposed to all environments from quiet to noisy, climate controlled to extreme outdoor heat and cold.

Required Background Checks & Documentation

- Colorado Trails Registry for Child Abuse/Neglect
- Criminal Background Investigation (CBI & FBI)
- Colorado Sex Offender Registration Check
- National Sex Offender Registration Check
- Current CO Driver's License, Motor Vehicle Check and Driving Record Check
- Reference Check
- Transcripts
- I-9 Documentation

Available Benefits

- Cell Phone Reimbursement
- Mileage Reimbursement for out of county business
- Paid Holidays, Vacation, Sick and other leave opportunities

Employee Acknowledgement

I understand that this description is not intended to be all-inclusive. Employees may perform other related or assigned duties as required to meet the ongoing needs of the organization. Other functions may be assigned, and management retains the right to add or change the duties at any time. I have received a copy of this position description for my own records.

Employee Signature:

Printed Name:

Date: