

JOB TITLE: *Officer Manager (Plymouth)*

GENERAL STATEMENT OF FUNCTION: Under the supervision of the Director of Operations and Engagement, the Plymouth Officer Manager is primarily responsible for daily activities within the office, answering business lines, greeting visitors, including clients and donors, participating in agency events, outreach, and planning, performing general administrative tasks, and being a member of the Philanthropy department supporting the agency with fundraising and development efforts.

Office Managers provide trauma-informed, survivor-centered services that support safety, healing, and self-determination. They assess and address client needs through individual, family, and group support services while promoting trust, growth, and non-violence. In alignment with First Step's philosophy of empowerment, education, and violence prevention, they develop and implement protocols that ensure responsive, compassionate, and effective client care.

LOCATION: Plymouth Office

REPORTING: Director of Operations and Engagement

TYPICAL DUTIES:

1. Provide office coverage during normal business hours.
2. Greet visitors, conduct check-in procedures, and assist as needed.
3. Welcome and assist clients with on-site services, resources, and basic needs.
4. Answer incoming phones, correspondence, faxes, and email as directed, maintaining an orderly workflow.
5. Accept and appropriately route all incoming donations and donor inquiries.
6. Assist with donor stewardship and support activities related to fundraising and development efforts.

7. Process donations and prepare acknowledgement letters and other correspondences.
8. Run reports and provide data and other analytics, as needed.
9. Coordinate and facilitate onboarding and orientation for new employees.
10. Maintains safe, clean, and stocked office areas including but not limited to waiting room(s), reception area(s), donation and supply storage(s), giveaway space(s), kitchen and bathroom(s).
11. Solicit, order, and distribute agency office supplies.
12. Receive, sort, and distribute inter-office mail as directed; Conduct interoffice mail runs as scheduled; Delivery or pick up from community partners, as needed.
13. Driving related to carrying out functions in the job description.
14. Develop and maintain an orderly filing system. Organize and file all documents and paperwork as assigned.
15. Maintain guest lists, gather and prepare registration materials, and other duties as assigned for fundraising events.
16. Attend regular team meetings, supervision meetings, staff and in-service meetings.
17. Handle all administrative details associated with assigned meetings (fund development, board meetings, etc.; prepare and distribute notices, agendas, minutes, etc.)
18. Keep printed materials organized and maintain an updated inventory and keep awareness board updated monthly.
19. Support event planning, logistics, setup, and cleanup activities.
20. Assist with set-up and cleanup for assigned meetings (prepare and copy materials, set up refreshments, clean up, etc.).
21. Participate in agency Speaker's Bureau program and provide representation, outreach, and education on behalf of the agency.
22. Supervise, train, and support front desk volunteers and provide oversight of other visiting volunteers or groups, as assigned.
23. Maintain Front Desk Manual with updated policies and procedures.
24. Maintain Agency Phone Lists and distribute to all staff as updated.

25. agency's lists of referrals, community partners, and donation sites. Direct possible new relationships or referrals to appropriate First Step representative.
26. Support staff and programming with additional administrative tasks, as assigned (i.e., ordering, purchasing, printing, sorting, creating files or packets).
27. Perform related duties assigned by any member of the Directors Team and the Executive Director.

QUALIFICATIONS: Must be at least 18 years old and have a high school diploma or equivalent; experience in nonprofit fundraising and administration preferred. Customer service oriented, and experience working effectively with diverse populations. Excellent computer (Microsoft Office-Word, Power Point, Excel), organizational, and communication skills with self-motivated and multi-tasking ability. Donor Database experience a plus. Customer service oriented. Must maintain high level of confidentiality with sensitive information.

Match with agency mission, philosophy, and strategic priorities essential. Valid driver's license, current auto insurance, criminal background check including national and MI sex offender registry, DHHS clearance, have and maintain excellent driving record, and reliable transportation required. Ability to lift 30lbs on occasion. EOE.

CLASSIFICATION: For purposes of employment standards, this classification is a/an "Non-Exempt" from the overtime provisions of the Fair Labor Standards Act. This is a Full-Time, Hourly position.