



Employment Opportunity:

OFFICE MANAGER

(WAYNE)

OVERVIEW

The Wayne Office Manager is a valuable member of the Operations & Community Engagement Department and essential to the day-to-day operations of the agency. This position supports First Step's mission by ensuring staff, clients, and other visitors are tended to, well-supported, and that the office maintains high functionality and accessibility.

The Wayne Office Manager will have daily interactions with survivors of domestic and sexual violence. They also play a special role in donor stewardship and data management.

First Step provides comprehensive training and supervision to all employees. Opportunities for career growth and professional development may include public speaking, grant writing, policy development, social action, strategic planning, board oversight, fundraising, event planning, etc.

First Step works hard to create a workplace that is dynamic. We encourage people with diverse identities and experiences who are excited about equity and social justice to apply.

LOCATION: Wayne Office

REPORTS TO: Director of Operations and Engagement

POSITION TYPE: Full-time, 37.5 hours/week

PAY RANGE: \$20/hour pay

START DATE: September 2026

BENEFITS: Options for agency provided health, dental, and vision insurance after 60 days. Agency provided life and long-term disability insurance after 60 days. Employee Assistance Program. Additional voluntary insurance benefits and Dependent Care FSA available after 60 days. Employer contribution to 401k. Annual PTO, floating holidays, ESTA, accrued paid flex time, and Agency Closure Days off with pay.

RESPONSIBILITIES

- Provide support, coordination, and be the point of contact for all visitors; properly screen visitors before permitting entry and be comfortable turning away inappropriate visitors; create a warm and welcoming environment
- Answer office phone and doors, follow-up with voicemails and emails, greet visitors, ensure mail, alerts, announcements, and messages get to appropriate staff. Provide callbacks and place reminder phone calls to clients concerning appointments
- Oversee front desk volunteers and on-site projects: Establish training and shift schedule, assign/distribute workload, collect timesheets, help coordinate groups
- Oversee agency "info" email inbox
- Assist in recognizing donor-giving opportunities; be comfortable accepting or denying donations; process and organize donations
- Assist with office administrative duties and operational support such as document management, supply ordering, filing, etc.
- Prepare education/awareness, media, and marketing materials, fliers, proposals, information kits, and agency newsletters spreads for tours, events, meetings, newsletters and awareness board; keep printed materials organized and maintain an updated inventory
- Maintain Front Desk Manual with updated policies and procedures along with maintaining agency lists of referrals and partners
- Attend all scheduled team, staff, and in-service meetings
- Participate in agency Speaker's Bureau and provide representation, outreach, and education on behalf of the agency
- Support and carry out First Step's mission, vision, and values
- Support Philanthropy team during peak donation and event times; Support other staff, programs, and events, as needed

QUALIFICATIONS

- High school diploma or equivalent
- Experience in nonprofit fundraising and administration preferred
- Customer service oriented
- Must maintain high level of confidentiality with sensitive info
- Strong attention to detail, organization, analytical thinking, time management, and ability to manage multiple ongoing priorities simultaneously
- Proficiency in Microsoft Office programs
- Self-motivated with ability to work independently while collaborating effectively with supervision and agency teams
- Ability to maintain high level of confidentiality with sensitive financial, client, donor, and employee information at all times
- Excellent written, oral, and interpersonal communication skills; experience working effectively with people from diverse racial, economic, and cultural backgrounds
- Understanding and recognition of issues related to domestic violence and sexual assault preferred

REQUIREMENTS

Must be at least 18 years old and satisfy criminal background, DHHS child abuse registry, sex offender registry, and driving record checks. Must maintain a valid MI driver's license, reliable transportation, current auto insurance, and acceptable driving record throughout employment. Ability to occasionally lift up to 30 pounds.

TO APPLY: firststep-mi.org/jobapplication

No phone calls or emails, please.